

# Cisco® Smart Net Total Care Service™

## Proactive Technical Support

[cisco.com/go/sntc](http://cisco.com/go/sntc)

“Outstanding Customer Service Experience”

- J. D. Power 8-time Award Winner

“With our lean IT organization, Smart Net Total Care is a force-multiplier!”

- John Baldwin, Pella IT Manager



## Resolve Problems Faster



24x7x365

TAC assistance on product use, configuration, and troubleshooting



Get replacement hardware in as little as two hours



Automated diagnostic and support capabilities speed time-to-resolution

## Improve Risk Management



Visibility into covered and uncovered devices - comply with corporate policies



Identify IT that is nearing end-of-life -simplify upgrades, planning and budgeting



Ensure that Cisco products are running current, supported software

## Increase Operational Efficiency



Reduce the time and staff required for contract management and renewal



Improve planning with inventory and support contracts visibility



Pinpoint and manage product and security alerts - only those relevant to your network