



# SOFTCAT'S CISCO SUPPORT SERVICE

Provides direct access to our Cisco-certified technical support for efficient issue resolution. This service also the industry's first service to achieve PAS 2060 Carbon Neutrality status.



NETWORKING &  
CONNECTIVITY

## HOW DOES THE SERVICE WORK?

As a Cisco Gold Partner, we offer comprehensive support for Cisco products. You can be reassured that we are always available as this service includes:

- 24/7 phone support from our UK-based operations centre.
- Updates through Cisco login.
- Hardware break-fix.
- Provide support for Cisco and Meraki devices.
- And end-of-life support for legacy equipment.

Softcat's systems are connected directly to Cisco's Technical Assistance Centre, so we have the unique ability to offer escalated to Cisco.

## BENEFITS TO YOU

### People

When something goes wrong with your Cisco equipment, it can be hard to know where to start with troubleshooting or the next steps; Softcat will be there to help navigate and escalate to Cisco where needed.

### Technology

We are here to support you by making it easy to access critical updates or software downloads needed to manage your organisation's Cisco estate.

### Commercials

We provide a single point of contact for the support on Cisco equipment, whether that be inline or end-of-life.

This means your organisation doesn't need to rush into making any financial decisions on equipment, as you have the peace of mind that support is there when it's needed most.

## SUITABLE FOR YOU IF...

- ✓ You have a mixture of inline and end-of-life Cisco equipment in your organisation that needs to be supported.
- ✓ You have the technical teams in place, but you need a helping lifeline when things are not going according to plan.
- ✓ You need a break-fix service to ensure those vital spares are available when hardware failures occur.
- ✓ You need an extension of support for those legacy technology devices.
- ✓ You want to work with a Cisco-certified Gold Partner to ensure your support is in good hands.

## WORKS WELL WITH

### Infrastructure Support Service

Providing a single point of contact for your hardware and software maintenance support, covering a variety of different vendors.

### Managed Network Device Service

Monitoring and managing your Cisco network devices around the clock, with advice and remediation, as well as incident, change and problem management.

## WHAT'S INCLUDED

**PAS 2060 Carbon Neutrality** - SCS is one of the industry's first services to achieve PAS 2060 Carbon Neutrality status.

**UK-Based Technical Support** - Immediate assistance from Cisco-certified engineers, with industry-leading response times for Priority One issues.

**Transparent Process** - You have full control and visibility over software downloads and updates.

**Lifecycle Management** - Complete management of Cisco service portfolio, contract consolidation, and renewal alignment.

**Responses SLA's** - Industry-leading response times and access to 4-hour on-site break-fix services, following diagnostics from our third-line engineers.

## SERVICES THAT BRING YOUR TECHNOLOGY TO LIFE

Contact your Softcat Account Manager today.