

CISCO SUPPORT SERVICE



Overview

Softcat's Cisco Support Service gives organisations a direct line to call on our expertise and efficient problem resolution for the smoothest and swiftest tech support for Cisco products. Our fully Cisco endorsed technical support service provides greater coverage than Cisco's SmartNet service and gives a one-stop-shop to support and manage a range of services under one agreement.

UK-Based Operations Centre

Our increased service levels give you 24/7 phone support from a UK-based operations centre; when you call us you will always speak to a technical engineer rather than a general help desk. We respond to Priority One issues and resolve them within an industry-leading resolution time, with a direct escalation route into Cisco's own Technical Assistance Centre.



Direct Access

We provide a totally transparent process for software downloads and updates through the Cisco login so customers are in total control of their downloads. We give organisations access to see exactly what we see, so that they have full confidence in us and the service we provide.

Product End-of-Life Support

We provide end-of-life support to extend the life of legacy equipment and give you a little extra time to decide on a refresh solution. This helps with making business decisions and gives some flexibility to contract management. Our highly experienced, certified team of sales specialists are fully equipped to advise on the next steps.



Management

We can manage the complete lifecycle of your Cisco service portfolio, consolidating contracts and providing you with one number to call for all support requirements. This takes the pain out of tying up services, vendors and contracts, letting us align the dates of renewal as well as reviewing services and advising on solutions.

Why Softcat for Cisco Support Service?

Softcat's Cisco Support Service offers a quick response and comprehensive repair at a commercially attractive rate with dedicated, round the clock support. As a Cisco Gold Partner Softcat are fully endorsed by Cisco to offer a higher level of technical support and because of this, our customers benefit from reduced unplanned outages and increased uptime. Our Softcat Cisco Support Service is underpinned by an efficient, expert one stop management service, supporting Cisco products with a flexible, bespoke solution and giving organisations peace of mind that everything is taken care of and in safe hands.

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| Industry-leading resolution time | UK&I Cisco Services Partner of the Year | 80+ operations engineers | Online support portal | Contract management One Stop Shop | Facilitated access to Cisco TAC | Bespoke flexible solutions | ISO 27001 accredited – Information Security Management | ISO 20000 accredited – International IT Service Management |
| 99% customer satisfaction | | 95,000 units already supported | | Industry-leading P1 response time | Direct access through Cisco login | | | ISO 9001 accredited – Quality Management |