Cisco Product Support Services

Increase operational efficiency, lower support costs, and improve network risk management through automated network-equipment inventory management and award-winning support.

Simplifying Equipment Management and Support Processes

The better your visibility to what is running on your network and the support coverage available for it, the more effectively you can maintain a stable network, comply with service-level agreements, cost-effectively manage equipment, and preempt and resolve problems.

Product Support Services can help you to more effectively manage your Cisco® product support contracts and identify risks that might cause downtime. Our smart service capabilities provide secure discovery of Cisco devices on your network. They deliver detailed reports about your devices and support contracts through a web portal, along with field notices and targeted hardware, software, and security alerts. You can also receive proactive device diagnostics and ongoing network monitoring and proactive network assessment.

Exceptional visibility into inventory and entitlement information helps you get the support to which you're entitled faster. That includes access to specialized engineers in the Cisco Technical Assistance Center, award-winning online resources, the latest operating system and application software updates, and up to 2-hour advanced hardware replacement options, all available 24 hours a day, 365 days a year.

Services from Cisco and our partners help you succeed at every phase of your network and IT lifecycle

Benefits

Through a robust portfolio of services, we help you to:

- More effectively manage risk, plan for equipment upgrades, and comply with your corporate policies through improved visibility to your Cisco service contracts

- Reduce downtime through access to an extensive knowledge base and flexible advanced hardware replacement options

- Simplify contract management through consolidation of contracts with multiple service levels

- Access support resources faster by rapidly identifying contract entitlement information

- Identify and resolve issues quickly to reduce downtime by receiving targeted alerts and field notices

- Reduce operating expenses by simplifying network inventory management

Smart Service Capabilities – Our Difference, Your Advantage

As you monitor and manage your infrastructure in day-to-day operations, get the intelligence you need to preempt potential issues, quickly resolve those that arise, and simplify network management and support processes. Cisco smart service capabilities provide visibility into your the state of infrastructure by automating the analysis of diagnostic network data and correlating it with Cisco's deep knowledge base. You get the benefit of our 25 years of industry experience with more than 50 million installed devices and 6 million annual customer interactions.

Why Cisco Services

Realize the full value of your network, IT, and communications investments faster and successfully harness the intelligent network as a powerful business platform with professional and technical services from Cisco together with our partners. Whether you are looking to evolve your network to support business continuity and growth, increase operational efficiency, reduce costs, enable a more reliable customer experience, or mitigate risk, we have a service that can help you. Cisco Services uniquely deliver innovative solutions, unmatched expertise, and smart service capabilities using a collaborative partner approach.

Cisco and Partner Expertise: Better Together

Cisco engineers and Cisco Certified Partners are among the industry's elite in providing integrated, collaborative, adaptive Products. Jointly with our partners, we form the largest collection of industry-certified experts in the world supporting the most complex networks to meet and exceed the needs of our customers. Cisco teams can collaborate with partners to foster consistency and alignment with Cisco methodologies, tools, and leading practices.

Availability and Ordering

Product Support Services are available globally and can be purchased from Cisco and Cisco Certified Partners. Service delivery details might vary by region and depending on which service options you choose.

For More Information

For more information about Cisco Services, visit www.cisco.com/go/services.