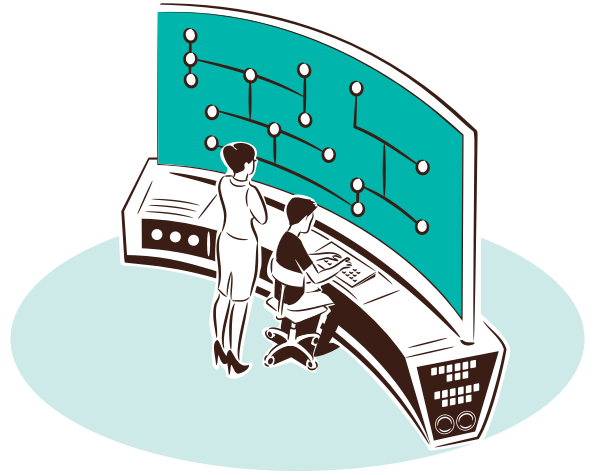# ALEFNULA

ALEF / Cisco SMART Net Total Care

SMART Net Total Care (SMART Net) is a service provided by Cisco Systems to its customers with small or large data networks containing Cisco devices. ALEF sells this service to customers as part of the services that are important for maintaining network uptime at a high level. Customers can choose different levels (SLA) of the SMART Net service, separately for each device serviced, and the service price depends on the type and quantity of devices, the selected SLA level, and the duration of the service agreement..

What's included in the SMART Net service?

Support from the Cisco Technical Assistance Center (TAC)
- provides technical support to customers in the case of serious failures of Cisco equipment
- 24x7x365 available in different languages via email, web, phone
- fast and efficient solution of a failure with highly trained Cisco Systems experts, mainly at the level of CCIE certification
- the customer has full control of the process of problem-solving and communication with the Cisco TAC

Continuous availability of the latest versions of Cisco software
- it is possible to get the current version of Cisco IOS software at any time
- there are both major and minor updates or SW bug fixes
- new versions of software increase network security and availability

Quick replacement of defective hardware
- there are several options available to replace defective hardware with a new one supplied from Cisco Systems stocks
- the replacement is carried out as Advanced Replacement (the new part is sent to the customer, the defective one is sent back)
- non-guaranteed (best effort) replacement of critical components by the next business day (NBD), within 4 or 2 hours
- possible on-site presence of a Cisco Systems technician

Cisco Systems knowledge database
- Registered access at www.cisco.com includes extensive technical and service documentation which customers can use for their own needs
- It is possible to use up to 40 interactive tools for testing purposes accessible via the web

SMART Net service levels

Cisco Systems offers a variety of SMART Net service levels that differ in the time of response to customer calls, speed of replacing defective hardware, whether the Cisco technician provides support on-site or remotely, and whether the customer is allowed to access the Cisco knowledge base. SMART Net services are provided over various Cisco products such as routers, switches, equipment for the Unified Communications area (telephone, central servers for call processing, etc.) or elements to ensure network traffic and security. Cisco service levels (SLA) is not guaranteed.

Need help evaluating network data, replacing defective HW or communicating with Cisco TAC?

The SMART Net Service is provided to customers directly by the manufacturer, Cisco Systems. Our experience shows that sometimes our partners and customers lack practical experience with placing a request to Cisco to replace defective hardware, and take further administrative steps to complete the logistics process, or are not adept in communication with the English-speaking global Cisco technical support centre when identifying and mitigating a network failure.
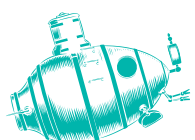
Therefore, ALEF offers an extension to the SMART Net services labelled PLUS, which includes activities that make it easier for our partners and customers to use the SMART Net service in its full scope:
- registration of the customer's SMART Net agreement with Cisco Systems information systems
- expert advice and access to updated versions of Cisco software for the customeri
- support for the customer in replacement of defective hardware for a new one, where the logistics are managed by ALEF including all payments and fees
- assistance for the customer in registering new Cisco TAC tickets and support for a partner or customer in communicating with Cisco TAC when addressing complex operation cases

ALEF / Cisco SMART Net Total Care

Product area	Cisco Systems service code	SLA	Access to TAC	HW replacement	On-site presence of Cisco technician	Access to the current versions of Cisco SW	Available update of Cisco IOS	Access to the Cisco knowledge base	Smart Net Plus service code	Note
Core	CSCO_SNT_8x5_FTNBD	8×5×NBD	24×7	•			•	•	•	ALF_SNT_8x5_FTNBD	Delivery or replacement parts NBD
	CSCO_SNTE_8x5_FT4	8×5×4	24×7	•			•	•	•	ALF_SNTE_8x5_FT4	Delivery or replacement parts up within 4 hours
	CSCO_SNTP_24x7_FT4	24×7×4	24×7	•			•	•	•	ALF_SNTP_24x7_FT4	Delivery or replacement parts up within 4 hours, 365 days a year
	CSCO_S2P_24x7_FT2	24×7×2	24×7	•			•	•	•	ALF_S2P_24x7_FT2	Delivery or replacement parts up within 2 hours, 365 days a year
	CSCO_OS_8x5_FTNBD	8×5×NBD	24×7	•		•	•	•	•	ALF_OS_8x5_FTNBD	Delivery or replacement parts NBD
	CSCO_OSE_8x5_FT4	8×5×4	24×7	•		•	•	•	•	ALF_OSE_8x5_FT4	Delivery or replacement parts in 4 hours on weekdays
	CSCO_OSP_24x7_FT4	24×7×4	24×7	•		•	•	•	•	ALF_OSP_24x7_FT4	Delivery or replacement parts up within 4 hours, 365 days a year
	CSCO_PREM_24x7_FT2	24×7×2	24×7	•		•	•	•	•	ALF_PREM_24x7_FT2	Delivery or replacement parts up within 2 hours, 365 days a year
Unified Communications	CSCO_ESW		24×7				•		•		Minor software update only
	CSCO_ECD_8x5_FTNBD	8×5×NBD	24×7	•			•		•	ALF_ECD_8x5_FTNBD	Minor software updates and delivery of replacement parts NBD only
	CSCO_ECE_8x5_FT4	8×5×4	24×7	•			•		•	ALF_ECE_8x5_FT4	Minor software updates and delivery of replacement parts within 4 hours on weekdays only
	CSCO_ECPM_24x7_FT4	24×7×4	24×7	•			•		•	ALF_ECPM_24x7_FT4	Minor software updates and delivery of replacement parts within 4 hours, 365 days a year
	CSCO_EC4P_24x7_FT4	24×7×4	24×7	•		•	•		•	ALF_EC4P_24x7_FT4	Minor software updates and delivery of replacement parts within 4 hours, 365 days a year
Smart Foundation	CSCO_SFS_8x5_NBD	8×5×NBD	24×7 SMB TAC	•					•	ALF_SFS_8x5_NBD	Basic services for SMB customers within less than 250 users only
SW Applications	CSCO_SAS		24×7				•		•		Minor software updates only
	CSCO_SAU		24×7				•		•		Both minor and major SW updates
Intrusion Prevention System	CSCO_SU1_8x5_FTNBD	8×5×NBD	24×7	•			•	•	•	ALF_SU1_8x5_FTNBD	Delivery of replacement parts NBD, updates of IPS signatures
	CSCO_SU2_8x5_FT4	8×5×4	24×7	•			•	•	•	ALF_SU2_8x5_FT4	Delivery of replacement parts within 4 hours on weekdays
	CSCO_SU3_24x7_FT4	24×7×4	24×7	•			•	•	•	ALF_SU3_24x7_FT4	Delivery of replacement parts within 4 hours, 365 days a year, updates of IPS signatures
	CSCO_SU4_24x7_FT2	24×7×2	24×7	•			•	•	•	ALF_SU4_24x7_FT2	Delivery of replacement parts within 2 hours, 365 days a year, updates of IPS signaturesr
	CSCO_SUO1_8x5_FTNBD	8×5×NBD	24×7	•		•	•	•	•	ALF_SUO1_8x5_FTNBD	Delivery of replacement parts NBD, updates of IPS signatures
	CSCO_SUO2_8x5_FT4	8×5×4	24×7	•		•	•	•	•	ALF_SUO2_8x5_FT4	Delivery of replacement parts up within 4 hours, updates of IPS signatures
	CSCO_SUO3_24x7_FT4	24×7×4	24×7	•		•	•	•	•	ALF_SUO3_24x7_FT4	Delivery of replacement parts within 4 hours, 365 days a year, updates of IPS signatures
	CSCO_SUO4_24x7_FT2	24×7×2	24×7	•		•	•	•	•	ALF_SUO4_24x7_FT2	Delivery of replacement parts within 2 hours, 365 days a year, updates of IPS signatures
	CSCO_SUSA		24×7				•		•		Updates of IPS signatures only
IntelliShield Alert Manager Service	CSCO_IAM		24×7								Sending alerts continuously about security threats not only for Cisco products, does not include software updates

NBD – the end of the next business day, until 17:00 (local time); **8×5** – every working day from 9.00 to 17.00; **24×7** – non-stop every day of the year; **FT** – guaranteed fix time; **RT** – guaranteed response time; **SMB TAC** – technical support centre for SMB customers, responds within one working day