



Cisco Support Solutions for Your Business Needs

ProServiceIT Technology Services Provides a
Total End to End Solution



ProServiceIT, LLC
Web: www.proserviceit.com
E-mail: sales@proserviceit.com
Tel: 678.537.6840 · Fax: 770.645.0983

CISCO SERVICE OFFERINGS PORTFOLIO



ProServiceIT is an industry leading Independent Multi-Vendor Maintenance Provider for Enterprise Networking Equipment, Servers, High-Performance Computers, and Storage

COMPREHENSIVE CISCO SUPPORT FOR YOUR ENTIRE ORGANIZATION

We offer our clients a state-of-the-art support infrastructure that delivers service equal to or better than the manufacturer's cross certified engineers with the highest OEM certifications.

Over 300 Cisco Certified Engineers man the Cisco Center here in the USA

- 100+ TAC Engineers with: Cisco Certified Network Associate (CCNA) and Cisco Certified Network Professional (CCNP) certifications
- 90+ TAC Engineers with: Cisco Certified Design Professional (CCDP), CCNA and CCNP certifications
- 70+ TAC Engineers with: Cisco Certified Security Professional (CCSP), CCDP, CCNA, and CCNP certifications
- 40+ TAC Engineers with: Cisco Certified Inter Network Expert (CCIE), (CCSP), CCDP, CCNA, and CCNP
- Our support model takes the fear out of purchasing alternative maintenance contracts
- Over 500 Cisco Certified Engineers manning 4 Global TAC Centers
- Reach a certified engineer at least twice faster than calling Cisco
- First call fix rates greater than 86%
- Cisco CCOID remain in place – so your team can still access Cisco.com
- All updates and patches are guaranteed in our contract and downloaded directly from Cisco.com
- All replacement systems and parts are procured via authorized Cisco distribution and chassis replacement are associated by our TAC to your CCOID with Cisco
- We stock parts while other Alternative providers buy parts the day you need them.
- Guaranteed escalation to Cisco Tier 4



Our Superior CISCO Maintenance Services Offers Immense Value Over the Competition

- ✓ Our network services can save you an average of 30-50% off Cisco SMARTnet® prices
- ✓ We will co-term any additions to your current contract
- ✓ Add anything at any time to an existing contract and prorate it out for the remaining time
- ✓ We can provide Cisco direct maintenance under our one contract
- ✓ Reduces downtime for your equipment with guaranteed downtime limitations
- ✓ Single point of contact
- ✓ We support End-of-Life (EOL) gear for 5 years past the OEM EOL date
- ✓ Improved quality of service, quality control and escalation policies with guaranteed 15 minute response time vs. 1 hour from Cisco's TAC

There are many values of alternative maintenance that go beyond reducing cost including:

- ✓ A contract covering multiple products from different OEM vendors with a single point of contact
- ✓ Avoid unnecessary costly upgrades that may be pushed by the OEM
- ✓ Extend the life of the aging systems, avoiding new capital expenses
- ✓ An unbiased assessment of exiting systems and potential for continued operation and support
- ✓ Engineers can switch gears to multiple manufacturers and don't have to "pass the buck"



CISCO SERVICE OFFERINGS PORTFOLIO



RAPID RESOLUTIONS

The average time for all Severity Levels is less than 15 minutes on the phone with a certified engineer that can solve the problem.

Problem Severity	Help Desk Response and Qualification	Tier 2 Response	Hardware Replacement	Escalation to Tier 3 Elapsed Time	Problem Resolution OR Escalation to OEM
1	Immediate escalation to Tier 2, network operations manager	15 minutes	Per SLA	3 hours	6 hours
2	Immediate escalation to Tier 2, network operations manager	30 minutes	Per SLA	4 hours	8 hours
3	Immediate, escalation to Tier 1 within 30 minutes	1 hour	Per SLA	18 hours	36 hours
4	Immediate, escalation to Tier 1 within 60 minutes	2 hours	Per SLA	36 hours	36 hours

ADDITIONAL INFORMATION – PREPARING FOR INDEPENDENT MAINTENANCE

Utilizing our custom services provides our clients with alternative methods of support allowing them to focus entirely on their core business model.

Operating System Revisions

In anticipation of moving to an Independent contract, please ensure that prior to the contract start date that the end user retains at least one copy of the most up to date version of code on an end-user owned file server/desktop etc. for each device. All of these releases should be available under the end-users current Cisco SMARTnet® support contracts and have been released by Cisco prior to our support term. If your customer does not have access to these they should open a case with their current provider to ensure they have copies prior to that contract expiration date. These latest releases do not need to be installed, but should be. Upon receipt of the contract and before the start of the contract and before the end of the current contract, a case can be opened with our TAC center to assist the customer with understanding which releases should be downloaded. The customer can also sign Cisco's Letter of Consent allowing our TAC to facilitate the downloading on their behalf.



Simplifying
IT Services

Set-Up Time

4-hour onsite contracts: We require a maximum of 30 days for setup of 4-hour onsite contracts. Typical setup time is 10 days. 24/7/NBD will be guaranteed during this set up phase. If we received the signed contract 30-days before start date, we will be able to guarantee 4-hour response on the contract start date.

NBD contracts: We require 5-days lead time maximum to put the proper spares in place for NBD contracts.

CISCO SERVICE OFFERINGS PORTFOLIO



SERVICE LEVEL DESCRIPTIONS

The following outline describes the basic features of each service level. A service level is identified in the following sequence as an example; 8x5xNBDOS, where eight (8) refers to the hours per day for remote support, five (5) represents the days per week for remote support, where NBD represents 'Next Business Day' and is the delivery term for a parts replacement from the point of determination of hardware failure, if a numeric digit(s) is in this portion of the sequence it is a reference to time in hours, and where OS represents 'On Site' and represents that an On Site engineer is included in the service to coincide with the delivery term for parts replacement.

8x5xNBD - Phone support provided eight (8) hours per, five (5) days per week (M-F) with the purpose of providing technical support for faulty equipment under contract with PSIT. Equipment is identified by serial numbers and the customer is identified by contract ID.

- ✓ Replacement hardware is delivered on a Next Business Day (NBD) basis as long as the replacement is deemed necessary by 3:30PM depot time.
- ✓ 8x5xNBD services are provided year round except for PSIT observed Holidays.

8x5xNBDOS - Phone support provided eight (8) hours per, five (5) days per week (M-F) with the purpose of providing technical support for faulty equipment under contract with PSIT. Equipment is identified by serial numbers and the customer is identified by contract ID.

- ✓ Replacement hardware is delivered on a Next Business Day (NBD) basis as long as the replacement is deemed necessary by 3:30PM depot time.
- ✓ Onsite (OS) technicians provided to the customer at no additional charge on a Next Business Day basis
- ✓ 8x5xNBDOS services are provided year round except for PSIT observed Holidays.

24x7xNBD - Phone support provided twenty-four (24) hours per, seven (7) days per week (S-S) with the purpose of providing technical support for faulty equipment under contract with PSIT. Equipment is identified by serial numbers and the customer is identified by contract ID.

- ✓ Replacement hardware is delivered on a Next Business Day (NBD) basis as long as the replacement is deemed necessary by 3:30PM depot time.
- ✓ 24x7xNBD services are provided year round except for PSIT observed Holidays.

24x7xNBDOS - Phone support provided twenty-four (24) hours per, seven (7) days per week (S-S) with the purpose of providing technical support for faulty equipment under contract with PSIT. Equipment is identified by serial numbers and the customer is identified by contract ID.

- ✓ Replacement hardware is delivered on a Next Business Day (NBD) basis as long as the replacement is deemed necessary by 3:30PM depot time.
- ✓ Onsite (OS) technicians provided to the customer at no additional charge on a Next Business Day basis
- ✓ 24x7xNBDOS services are provided year round except for PSIT observed Holidays.

24x7x4 - Phone support provided twenty-four (24) hours per, seven (7) days per week (S-S) with the purpose of providing technical support for faulty equipment under contract with PSIT.

- ✓ Equipment is identified by serial numbers and the customer is identified by contract ID.
- ✓ Replacement hardware is delivered on a four (4) hour basis.
- ✓ 24x7x4 contracts must go through a qualification process prior to acceptance.

FIND OUT MORE

Our Cisco Support Solutions can make a difference in your business with defined, measurable outcomes. We are eager to help you meet the challenges of the ever-changing world of technology. Together, we can prosper and grow.

For more information, please contact a ProServiceIT Sales Associate today.

ProServiceIT, LLC.
Tel: (678) 537-6840
E-mail: sales@proserviceit.com
Website: www.proserviceit.com

