



Pivotal Networks & Cisco® support services overview



Cisco® SMARTnet

Support contracts

Offered with engineering resource as an optional extra:

Cover options

- 8 hours per day, 5 days per week, next business day
- 8 hours per day, 5 days per week, 4 hour response
- 24 hours per day, 7 days per week, 4 hour response

TAC access

24 hours per day for complex technical issues

CCO

Access to Cisco® connection online web information service

IOS software updates

Automatic updates on all minor and major IOS releases online

Consulting tools, product news, updates and technical details

Pivotal Networks support

Same as Cisco® SMARTnet with the addition of the following:

Pivotal Networks support contracts include:

- SLAs with guaranteed fix times
- On site troubleshooting services for complex network software issues
- Access to C.C.I.E's
- Performance guarantees
- Pivotal Networks handle all logistics
- Pivotal Networks assign dedicated account manager
- Pivotal Networks to handle any network changes
- Maintenance of other vendor's equipment
- Cisco® approved support process
- Regular customer satisfaction surveys
- Customer review process

Pivotal Networks additional options:

- Flexible cover options
- CCO
- IOS software updates