



## MCPc Offers Hassle-Free SMARTnet Support

Understanding your network infrastructure can be a challenge, especially when you've invested thousands of dollars in Cisco technologies and applications. As a Cisco Premier Certified Partner, MCPc has the experience you need to help extend the life of your products and manage your Cisco technologies with a unique contract maintenance program.

As part of its Technical Support Services, Cisco provides a program called SMARTnet, which offers maintenance support services during the life of your Cisco network. With Cisco SMARTnet and SMARTnet Onsite services, customers can protect their network investments and keep their technologies up-to-date with the latest software and system enhancements.



### SMARTNET FEATURES & BENEFITS

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- Supplements your network support organization with the knowledge and skills necessary to address rapidly changing technologies
- Offers next-business-day advance hardware replacement, or additional replacement options - some as fast as two hours
- Provides trained field engineering resources to perform replacement services
- Coordinates ongoing system software updates, enabling your network to evolve to ever-changing business needs and increase the return on your hardware investment

### SMARTNET CONTRACT MAINTENANCE

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MCPc can help you simplify your Cisco SMARTnet contracts at no extra charge so they're easier for you to manage. Our certified experts can assess the current state of your SMARTnet contracts to gain a better understanding of your Cisco hardware and software products. We'll work with Cisco's Service Contract Support team to resolve any issues and provide a detailed report of any corrections or changes.

## RECOMMENDATIONS, QUOTING

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Once we conduct an assessment of your contracts, MCPc will recommend a management solution that's right for you. We'll look at a number of areas, including:

- Coverage Assessment
- Add/Remove Devices
- Coordination/Termination - Start and End Dates

Once we make the necessary adjustments, MCPc will provide your company with a competitive quote for your simplified contracts.

## CONTRACT MANAGEMENT, REPORTING

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Once you're satisfied that your SMARTnet contract(s) are at a satisfactory baseline level, MCPc will engage in a day-to-day management of your SMARTnet contracts, including:

- Product Additions for New Purchases
- Serial Number Updates for Equipment Swapped Out Under Maintenance
- Product Moves/Changes
- Site Updates
- Product Retirement
- Coverage Uplifts

MCPc can provide your company with detailed reports of changes or updates to existing contracts, which may include:

- An Accounting of SMARTnet Purchases
- New Contracts and Renewals Made during a Specified Period
- Cisco Technical Assistance Center (TAC) Usage Reports

MCPc also will provide a report detailing any SMARTnet coverage that is set to expire. A quote for the renewal, with multi-year options, also will be provided. This will allow your company to anticipate SMARTnet expirations and plan accordingly.

If you have questions about your SMARTnet contracts, MCPc has a dedicated SMARTnet Administrator available Monday through Friday from 8 a.m. to 5 p.m. For more details, call 1-800-536-1400 x5632; or e-mail [smartnetadmin@mcpc.com](mailto:smartnetadmin@mcpc.com).