

For  
Small  
Business



# Cisco Small Business Support Service At-A-Glance



## The Right Service for Your Business

After choosing the networking solution for your company, you should be able to focus on your business, not on the technology that runs your business. When you add a service plan to your Cisco® Small Business Solution, you can not only realize the full return on your IT investment, but also make your business more efficient.

Purchasing the Cisco Small Business Support Service is easy and can help make sure that the network performs at the level it needs to. With this service, get three years of peace of mind and the freedom to focus on your core business without worrying about the network.

This simple, device-level subscription service includes next-business-day hardware replacement, access to the Cisco Small Business Support Center, and software updates. It also connects you with peer support so you can share knowledge and collaborate with other small businesses.

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## How Can This Service Plan Benefit My Company?

- **Save money:** Network downtime can put your business on hold and damage your reputation. By taking advantage of this service, you can protect your IT investment and resolve network issues rapidly. When your network runs at its best, efficiency and employee productivity increase.
- **Serve customers better:** Deliver a higher quality of service with a reliable, secure network that is always available. This subscription service reduces maintenance time and worry, letting you focus on customer service.
- **Get peace of mind:** Protect your investment for three years with the confidence that your network will support your business operations. Your Cisco partner or a Cisco Small Business expert will help you quickly address network problems that arise. Additionally, software updates will keep your network protected and bug free.

Table 1. Features and Benefits

| Features  | Benefits   |
|---|--|
| <b>Three-Year Subscription Coverage</b>                 | Provides peace of mind in knowing the network will support business operations.  |
| <b>Next-Business-Day Hardware Replacement</b>           | Minimizes network downtime with expedited hardware replacement.  |
| <b>Access to Cisco Small Business Support Center</b>    | Facilitates access to technical expertise using online chat and phone support during local business hours.                           |
| <b>Access to Cisco Small Business Support Community</b> | Enables small business owners to reach Cisco technical experts and receive valuable advice, including Cisco and peer best practices. |
| <b>Software Updates</b>                                 | Help ensure optimal performance with maintenance, including major and minor release updates.   |

### How Does This Service Address My Company's Network Issues?

To help you realize the full return on your IT investment and make your network run more efficient, the Cisco Small Business Support Service:

- **Resolves network issues quickly:** If a network problem does occur, this service provides the necessary support to resolve the issue quickly before it significantly affects your business in lost productivity and revenue.
- **Preserves the operational health of your network:** With access to technical expertise, resources, and tools that help ensure that your business is running on a reliable, secure network, you can increase employee productivity and customer satisfaction.
- **Lowers the cost of maintaining your network:** This service helps lower the expenses of maintaining your network, which means you can save money and invest in other areas of your business.

### Frequently Asked Questions

#### **Why do I need a service plan, if I already have a warranty?**

The Cisco Small Business Support Service is much more than a warranty. Your product warranty protects only against manufacturing defects. If any issue outside the scope of the warranty does arise, the Cisco Small Business Support Service offers comprehensive, device-level protection, as well as access to technical assistance and a wealth of information resources, for peace-of-mind protection.

#### **How long does this service last? Will I have to renew a contract every year?**

The Cisco Small Business Support Service simplifies the process of maintaining your network. Rather than having you renew a contract every year, this service provides three years of support coverage.

#### **What if I require a higher level of support?**

If you count on the network operating 24 hours a day, you can take advantage of the Cisco Small Business Partner Rapid Response Service, available through your partner and backed by Cisco. This includes everything that comes with Small Business Support Service, 24x7 online chat and phone access to the Small Business Support Center, and four-hour advance hardware replacement where available.

#### **How can I purchase this service?**

You can purchase the Cisco Small Business Support Service through your Cisco partner. Your partner acts as an advisor, helping build the right network and becoming familiar with your business. As your relationship with your partner grows, your partner can better understand your needs and serve your network.



**To learn more, contact your  
Cisco partner today or visit  
[www.cisco.com/go/smbservices](http://www.cisco.com/go/smbservices)**

