

ALEF NULA
DŮVERUJTE SILNÝM



Servisné programy

Cisco SMARTnet

ALEF NULA Servisná podpora

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Obsah

- SMARTnet vs. běžná záruka
- Cisco SMARTnet Service Levels
- SMARTnet 3Y cenové zvýhodnění

- ALEF NULA Servisna podpora

SMARTnet vs. běžná záruka

SMARTnet

- Advance HW replacement
- SLA
- Prístup na TAC
- Prístup do „znalostnej databázy
- Možnosť update FW
- Možnosť upgrade FW



Bežná záruka

- Výmena HW do 30 dní
- Bez SLA
- Bez prístupu na TAC
- Bez prístupu do „znalostnej databázy
- Bez možnosti update FW
- Bez možnosti upgrade FW

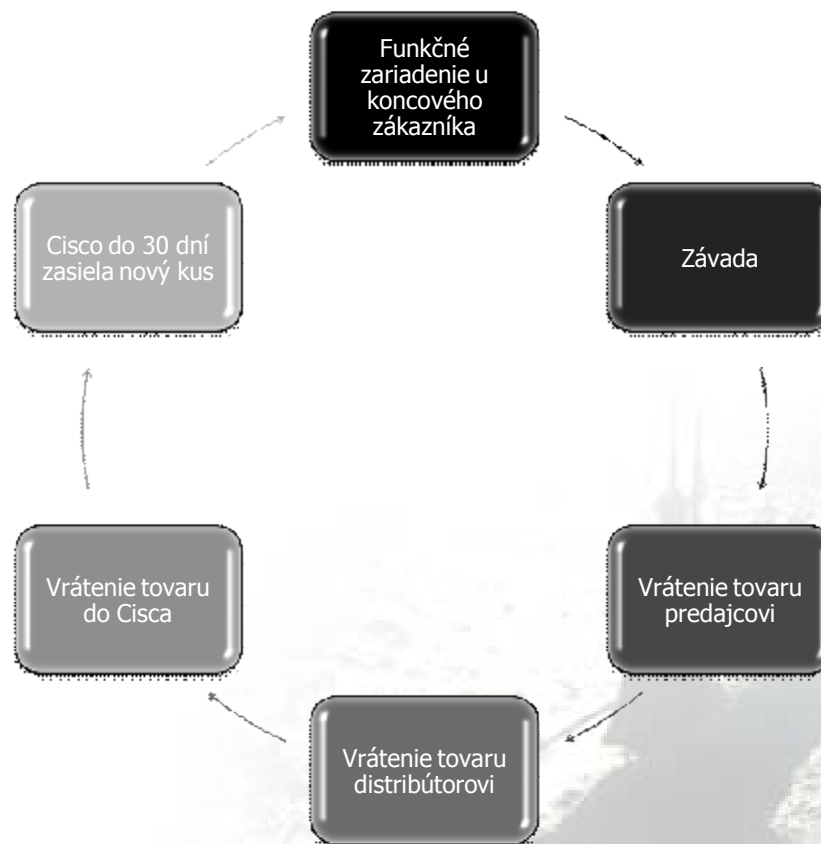


SMARTnet vs. bežná záruka

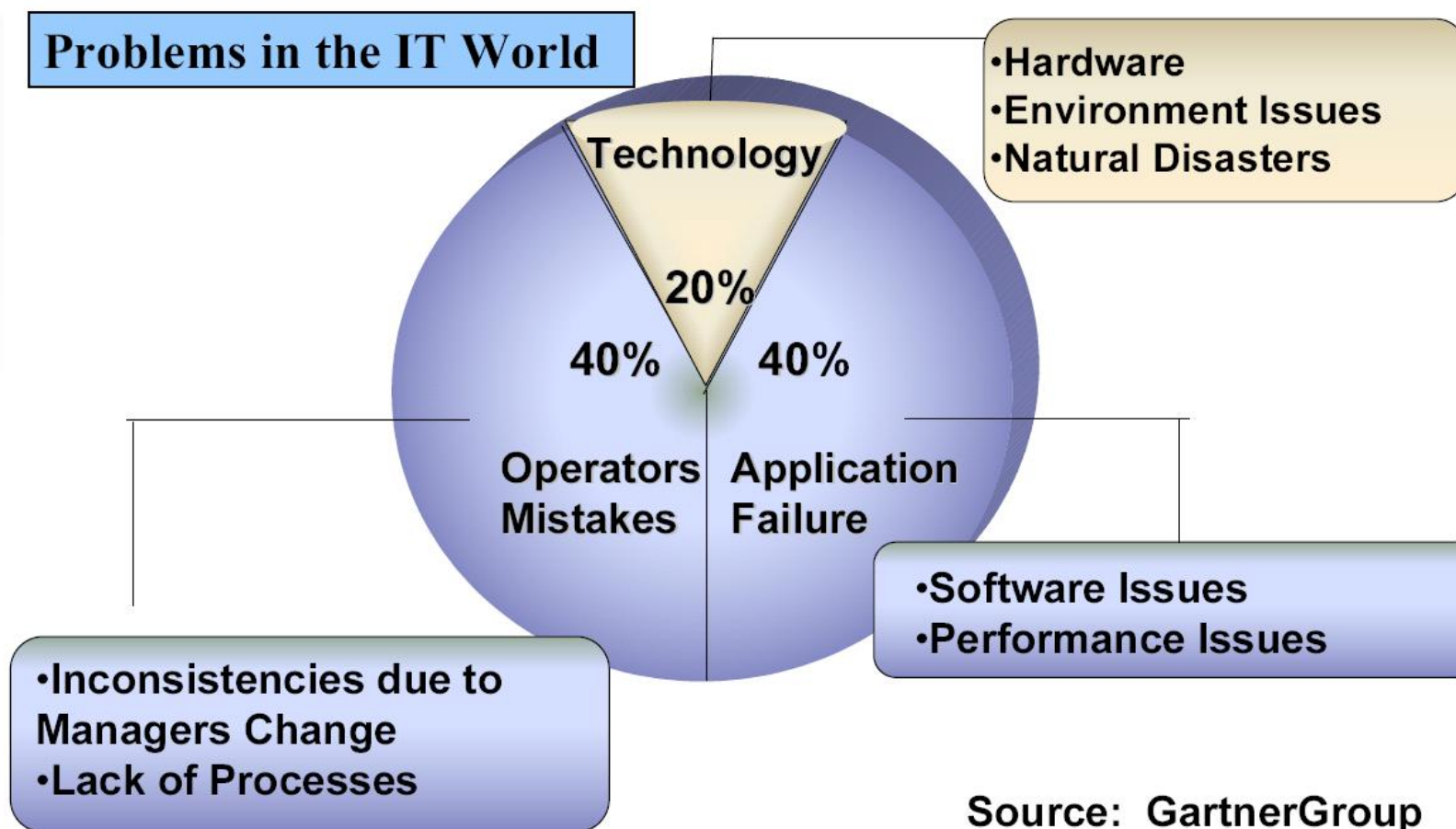
SMARTnet



Bežná záruka



SMARTnet vs. běžná záruka



SMARTnet Service Levels



Service Level	Service Code	Description
SMARTnet 8x5xNBD	SNT	Advance Replacement parts are delivered the next business day from 9 a.m. to 5 p.m. (provided the request is received before 3 p.m. local time).
SMARTnet 8x5x4	SNTE	Advance Replacement parts are delivered within four hours of determining that part replacement is required (Monday-Friday, 9 a.m. to 5 p.m.).
SMARTnet 24x7x4	SNTP	Advance Replacement parts are delivered within four hours of determining that part replacement is required (24 hours a day, seven days a week).
SMARTnet 24x7x2	S2P	Advance Replacement parts are delivered within two hours of determining that part replacement is required (24 hours a day, seven days a week).
SMARTnet Onsite 8x5xNBD	OS/CS	Advance Replacement parts, with a field engineer, are delivered the next business day from 9 a.m. to 5 p.m. (provided the request is received before 3 p.m. local time).
SMARTnet Onsite 8x5x4	OSE/C4S	Advance Replacement parts, with a field engineer, are delivered within four hours of determining that part replacement is required (Monday-Friday, 9 a.m. to 5 p.m.).
SMARTnet Onsite 24x7x4	OSP/C4P	Advance Replacement parts, with a field engineer, are delivered within four hours of determining that part replacement is required (24 hours a day, seven days a week).
SMARTnet Onsite 24x7x2	PREM/C2P	Advance Replacement parts, with a field engineer, are delivered within two hours of determining that part replacement is required (24 hours a day, seven days a week).

Užitečné...

- Úrovne dostupných servisov pre produkty

www.cisco-servicefinder.com

- Dostupnosť servisov podľa lokality – Service Availability Matrix (SAM)

<http://tools.cisco.com/apidc/sam>

Cisco - Services Finder



Service	Onsite Field Engineer	Advance Hardware Replacement	OS Updates and Upgrades	Software Application Updates	Software Application Upgrades	IPS Signature and Engine Updates	Direct TAC Access	KnowledgeBase Access	Cisco.com Automated Tools
Cisco Suggested Service									
2Hr Onsite Premium (CON-PREM-AS5BUNK9)	✓		✓				Yes: 24 x 7	Unrestricted	Unrestricted
More Service Options									
2 HR. PREMIUM SMARTnet 7X24X2 (CON-S2P-AS5BUNK9)		Yes: 24x7x2	✓				Yes: 24 x 7	Unrestricted	Unrestricted
On-Site 24x7x4 Service (CON-OSP-AS5BUNK9)	✓		✓				Yes: 24 x 7	Unrestricted	Unrestricted
On-Site 8x5x4 Service (CON-OSE-AS5BUNK9)	✓		✓				Yes: 24 x 7	Unrestricted	Unrestricted
SMARTnet 24x7x4 Service (CON-SNTP-AS5BUNK9)		Yes: 24x7x4	✓				Yes: 24 x 7	Unrestricted	Unrestricted
SMARTnet 8x5x4 Service (CON-SNTE-AS5BUNK9)		Yes: 8x5x4	✓				Yes: 24 x 7	Unrestricted	Unrestricted
ONSITE 8X5XNBD Cisco 10000 eight slot chassis 1 PRE3 (CON-OS-AS5BUNK9)	✓		✓				Yes: 24 x 7	Unrestricted	Unrestricted
SMARTnet 8x5xNBD Service (CON-SNT-AS5BUNK9)		Yes: NBD AR	✓				Yes: 24 x 7	Unrestricted	Unrestricted
SMB Support Assistant (CON-SMBS-AS5BUNK9)		Yes: See Comment	✓				Yes	Unrestricted	Unrestricted


Service Availability Matrix (SAM)

Service Availability Matrix: Search

Result

Showing Service Availability for: Prague 14000												Click 'P' links for exceptions.
	SDS Inter-national	SDS Local	8x5xNBD	8x5x4	24x7x4	24x7x2	Installation	Onsite 8x5xNBD	Onsite 8x5x4	Onsite 24x7x4	Onsite 24x7x2	
EUROPE MIDDLE EAST AND AFRICA > CZECH REPUBLIC > NO STATE > PRAGUE 14000 												
All Products	Rule Ex N	Rule Ex Y P	Rule Ex Y P	Rule Ex Y P	Rule Ex Y P	Rule Ex Y P	Rule Ex Y P	Rule Ex Y P	Rule Ex Y P	Rule Ex Y P	Rule Ex Y P	Rule Ex N

Search Again

Theatre:*
 

Country:*

State/Province:

City:++ and/or Postcode:++ NNN[]NN

- **Service Availability Matrix** availability of Logistics and I worldwide. This tool include SP-Base, Shared Support a Europe, the Middle East and Next Business Day Service countries belonging to the E Norway and Switzerland.
- Please consult with your local representative for service s

Promo a zľavy na SMARTnet



- 3 roky za cenu 2



ALEF NULA Servisná podpora



Základná úroveň SMARTnet + GARANTOVANÉ SLA:

- ENHANCED (8x5xNBD)
- SILVER (24x7x8)
- GOLD (24x7x6)
- PLATINUM (24x7x4)



ALEF NULA Servisná podpora



VÝHODY

- Garantovaná služba
- Manažment a administratíva v réžii ALEF NULA
- Tím skúsených technikov
- Servisný sklad HW
- Komplexnosť riešenia



ALEF NULA Servisná podpora



Kvalitná podpora = fungující systém = spokojný zákazník



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