

Cisco Partner Support Service - extended service agreement - 1 year - shipment(CON-PSRT-C930210F)

Cisco Partner Support Service - Extended service agreement - advance parts replacement - 1 year - shipment - 8x5 - response time: NBD - for P/N: C9300-24H-E, C9300-24H-E=, C9300-24H-E-RF

Partner Support Service (PSS) provides qualified Cisco channel partners with the tools and information to improve operational support margins or build a range of support services practices to help expand your business. A collaborative PSS offering is purchased by you, and delivered by you, the partner, with the support of the Cisco services infrastructure. You, the partner, develop and deploy services, based on both foundational and smart capabilities, and retain primary responsibility for providing support to your end users under your own brand of collaborative service, enabled by PSS. Partner Support Service is structured to allow for a phased implementation.

Key Selling Points

- Drive incremental services revenue
- Improve operational support margins
- Increase customer loyalty

Main Specifications

Product Description	Cisco Partner Support Service - extended service agreement - 1 year - shipment
Type	Extended service agreement
Service Included	Advance parts replacement
Location	Shipment
Full Contract Period	1 year
Response Time	Next business day
Service Availability	8 hours a day / 5 days a week
Designed For	P/N: C9300-24H-E, C9300-24H-E=, C9300-24H-E-RF

Extended Specification

General

Service Included	Advance parts replacement
Location	Shipment
Full Contract Period	1 year
Response Time	Next business day
Service Availability	8 hours a day / 5 days a week

Details

Service & Support	Extended service agreement - advance parts replacement - 1 year - shipment - response time: NBD - availability: 8 hours a day / Monday-Friday Technical support - phone consulting - 1 year - response time: 1 h - availability: 24 hours a day / Monday-Sunday - severity level 1 Technical support - phone consulting - 1 year - response time: 4 h - availability: business hours / Monday-Friday - severity level 2 Technical support - phone consulting - 1 year - response time: 72 h - availability: business hours / Monday-Friday - severity level 3 Technical support - phone consulting - 1 year - response time: 96 h - availability: business hours / Monday-Friday - severity level 4 Technical support - remote diagnosis - 1 year Product info support - web knowledge base access - 1 year New releases update - 1 year Intrusion definitions update - 1 year
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Compatibility Information

Designed For	P/N: C9300-24H-E, C9300-24H-E=, C9300-24H-E-RF
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Product data is provided by CNET, we do not warrant the accuracy and completeness of the material contained in this data sheet