

Cisco SMARTnet Software Support Service (CON-ECMU-LMGMT32X)

Cisco SMARTnet Software Support Service - Technical support - for L-MGMT3X-2K-K9 - phone consulting - 1 year - 24x7



Cisco Software Support Service (SWSS) offers comprehensive coverage for the software application products and suites, that keep your systems and your business running smoothly. SWSS is a single offer, that provides end-to-end support for your Cisco software products. Entitlement to software maintenance, minor and major release updates helps increase business value and ROI for your Cisco software products. SWSS is required for a minimum of 12 months to help you reduce network disruptions and application availability. Access Cisco technical experts and online resources 24 hours a day, 365 days a year. Take advantage of multiyear discounts to keep your network performing as needed.

Key Selling Points

Protects your software investments from becoming obsolete
Resolves software issues quickly while offering cost savings and productivity gains
Keeps your Cisco software applications up-to-date and performing as expected

Product Features

Expert assistance

To complement your in-house resources, the Cisco TAC employs a highly skilled staff, that offers you years of networking experience, including many customer support engineers with networking and CCIE certifications as well as research and development engineers.

Faster resolution

The Cisco TAC provides constant measurement of customer satisfaction and time-to-resolution tracking, including an automated escalation sequence beginning one hour after submittal of severity 1 and severity 2 issues, resulting in CEO intervention by John Chambers after 48 hours for any severity 1 problem.

Visibility into issue resolution status

You are kept up-to-date on all changes to your case through email notifications and personalized handoffs between you and Cisco engineers, if your case warrants a move to a new specialization due to the nature of the issue, or a change occurs in work shift.

Networking expertise

The Cisco TAC offers depth and breadth of knowledge and experience with Cisco devices and operating system software, as well as a broad range of networking environments and technologies. Cisco TAC engineers have a minimum of five years of industry experience, and Cisco provides continuous training to help ensure the technical staff stays current with the advanced technologies.

Main Specifications

Product Description	Cisco SMARTnet Software Support Service - technical support - for L-MGMT3X-2K-K9 - 1 year
Service & Support	Technical support
Service Included	Phone consulting
Full Contract Period	1 year
Service Availability	24 hours a day / 7 days a week
For part number(s)	L-MGMT3X-2K-K9
Designed For	P/N: L-MGMT3X-2K-K9

Extended Specification

General

Type	Technical support
Service Included	Phone consulting
Full Contract Period	1 year
Service Availability	24 hours a day / 7 days a week

Details

Service & Support	Phone consulting - 1 year - availability: 24 hours a day / Monday-Sunday E-mail consulting - 1 year - availability: 24 hours a day / Monday-Sunday Web support - 1 year - availability: 24 hours a day / Monday-Sunday Web knowledge base access - 1 year - availability: 24 hours a day / Monday-Sunday New releases update - 1 year
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Software

For part number(s)	L-MGMT3X-2K-K9
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Compatibility Information

Designed For	P/N: L-MGMT3X-2K-K9
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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