![Cisco logo] The bridge to possible

Cisco Support Services Overview

Your Cisco Solution Support purchase includes Smart Net Total Care® and Software Support Basic. You get features purpose-built for multiproduct, multivendor issues in a solution environment and our product support features and deliverables.

		Smart Net Total Care	Software Support Basic	Solution Support
Basics	24x7 access to award-winning Cisco® Technical Assistance Center (TAC)	✔	✔	✔
	Advance hardware replacement (with service-level options) plus OS updates	✔		✔
	Software updates and upgrades		✔	✔
Priority	Service response objective for high-severity cases	60 minutes	60 minutes	30 minutes
	Prioritized case handling			✔
	No triage required to open a case			✔
Expertise	Architecture expertise (Cisco and Solution Support Alliance Partner hardware and software)			✔
	Broad solution view to identify and address any known issues beyond the original case scope			✔
Efficiency	Primary point of contact, who centralizes support across a solution deployment			✔
	Product support team coordination (Cisco and Solution Support Alliance Partners)			✔
	Accountability for multiproduct, multivendor case management to resolution			✔
	Virtual spaces on Webex Teams™ IM contact preference for low-severity cases			✔

Where available, attach Solution Support to each Cisco hardware and software product in your deployment for entitlement to this solution-level service.

If your solution is comprised of Cisco and Solution Support Alliance Partner (third party) hardware and/or software:

- Approximately 50% or more of the solution should be built from Cisco products for coverage by this service
- Solution Support Alliance Partner product support is required. Contact these technology providers for more information