



Solution Brief

OneCall CAREnet Support Services - Cisco

Your single point of contact for Cisco product support.

Your IT infrastructure is the bedrock of your organisation, supporting every aspect of your business from the routine to the business critical. Every minute it's down affects your bottom line. By becoming an extension of your in-house IT team, Insight's highly experienced, Cisco-certified consultants will work with you to resolve incidents in the most efficient way. They'll help you free-up valuable IT resource to deal with your day-to-day tasks all whilst maximising your investment in your Cisco technology.

Business Challenge

Demands on an organisation's systems are greater than ever with access and support of new and emerging technologies increasingly needed 24/7. However, keeping up with the fast changes in infrastructure technology is becoming more complex, bringing a hugely challenging task for strained IT departments who are also being asked to embrace and respond to new business strategies while also supporting relentless day-to-day user demands. Providing access to experienced, knowledgeable resource needed to troubleshoot and maintain modern technology can be overwhelming and costly.

Over 98% of large enterprises with more than 1,000 employees say that on average, a single hour of downtime per year costs their company over \$100,000

www.itic-corp.com

OneCall CAREnet Support Service highlights - Cisco

We are the partner to manage today and transform tomorrow.

- Streamlined access to Cisco Certified Networking Professionals 24/7/365
- Support of all Cisco Enterprise devices
- Extensive business availability options
- Range of service availability from advance replacement to on-site support

Why Insight

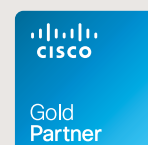
We are the partner to manage today and transform tomorrow.

Manage

- Efficiency
- Scalability
- Dependability
- Convenience
- Speed

Transform

- Depth of capability
- Innovation
- Vision
- Consulting & solution orientation
- Relationship investment
- Partner alignment



Our solution

Our OneCall CAREnet Support Services - Cisco offer your organisation a sure-fire, cost-effective way of getting the best possible value from your Cisco technologies, both existing and new, through support services delivered via highly specialised and skilled subject matter expert engineers that bring excellent response times and swift issue resolution.

Our technical consultants bring a wealth of expertise and detailed knowledge to provide simplified, round the clock support and services through a single point of contact. Working with our 24/7 Technical Assistance Centre, we are able to begin the problem resolution process immediately upon your first call to Insight. OneCall Support Services- Cisco includes end-to-end problem determination. In addition, expert support engineers are available in real-time for escalation and resolution of the most complex issues and product support needs.

Key Features

Core Service	
Hours of operation	24/7
Days per week	7
UK Based Call Centre	✓
Phone Support	✓
Ticket Based Support	✓
SLA and Incident Quarterly Report	✓
Response Time to Initial Ticket Request (P1/P2 Hours)	15/30 mins
Response Time to Initial Phone Call	95% within 30 secs
Incident & Advisory Support	
Advisory Units per year	10
Number of Incidents	Unlimited
Cisco Software Support	✓
Access to Cisco Software Download for supported hardware	✓
Vendor Management	✓
RMA	✓

For more information, please contact your Insight Account Manager.

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Realise meaningful results

Staying viable in the modern world is a balancing act between managing day-to-day needs and driving transformation. Insight OneCall CAREnet can help you address current priorities and enable your IT organisation to deliver more value for the business.



Augmented IT support capabilities – through access to a wide range of cumulative engineering knowledge, Insight OneCall CAREnet Support Services deliver results from every interaction.



Minimise business disruption - speedy issue resolution ensures optimal systems performance.



Focus on innovation not on keeping the lights on - free up your IT teams to drive new transformational projects and deliver value back to the business.



Control Expenditures - consolidating your support contracts into one unified model delivers better visibility on spending.

Extending and tailoring your service

OneCall CAREnet Support Service customers have the option to extend and tailor their Support Service for Cisco to meet their needs using Add-On modules, including:

- **Additional Service Credits**
add more incident and advisory service credits as you need them
- **Virtual Consulting**
get remote access to one of our experts for an initial consultation