Partner Value-add

Smart Care Capabilities

- Monitoring Assessment & Repair
- Business Intelligence & Insight
- Disaster Recovery
- Contract Consolidation
- Traditional Technical Services

Partner Service delivered to Customer incorporating Cisco Smart Care Capabilities
How Does It Work?

Network Discovery, Assessment, and Repair

Data Collected

- Hardware serial number, physical chassis information, software release installed, and device IP address.\(^1\)
- Network level information (that is, not drilling down to user level information).

NOT Collected

- Device credentials and configuration data. Logins, passwords, and configuration files.\(^2\)

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1 IP addresses are tied to network devices (that is, switches/routers and not users).

2 Login details and passwords are required, but these are entered by the partner and only ever stored on the Smart Care appliance, which resides on the customer network.
Smart Care Value Proposition

Verifies that the network is secure, available and reliable

Enables customers to foresee potential problems before it can impact their business

Reduces the time and effort necessary to keep the network running optimally

Provides information to better manage and improve the network

Offers customers the combined services advantages of Cisco and its partners in a single offering with a single contract

Increases employee productivity and customer responsiveness

Protects and leverages technology investments

Smart Care Service Proactively Verifies That the Network Is Secure, Reliable, Available, and Functioning Optimally so That You Can Improve Your Employee Productivity, Customer Responsiveness, and Get the Most from Your Technology Investments