

# Highlander Direct & Cisco support services overview

## Cisco SMARTnet

### Support contracts

Are offered with engineering resource as an optional extra:

### Cover options

- 8 hours per day, 5 days per week, next business day
- 8 hours per day, 5 days per week, 4 hour response
- 24 hours per day, 7 days per week, 4 hours response

### CCO

Access to Cisco connection online web information service

Consulting tools, product news, updates and technical details

### TAC access

24 hours per day for complex technical issues

### IOS software updates

Automatic updates on all minor and major IOS releases online

## Highlander Direct support

Same as Cisco SMARTnet with the addition of the following:

### Highlander Direct support contracts include:

- Guaranteed fix times
- Onsite troubleshooting services for complex network software issues
- Access to C.C.I.E's
- Performance guarantees
- S.L.A's
- Highlander Direct all logistics
- Highlander Direct assign dedicated account manager
- Highlander Direct to handle any network changes
- Maintenance of other vendor's equipment
- Cisco approved support process
- Regular customer satisfaction surveys
- Customer review process

### Highlander Direct additional options:

- Flexible cover options
- TAC access (via shared support)
- CCO
- IOS software updates