



# CJ Solutions & Cisco® support services overview

## Cisco® SMARTnet

### Support contracts

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 hour response

### TAC access

24 hours per day for complex technical issues

### CCO

Access to Cisco® connection online web information service

### IOS software updates

Automatic updates on all minor and major IOS releases online

Consulting tools, product news, updates and technical details

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## CJ Solutions support

Same as Cisco® SMARTnet with the addition of the following:

### CJ Solutions support contracts include:

- SLAs with guaranteed fix times
- On site troubleshooting services for complex network software issues
- Access to C.C.I.E's
- Performance guarantees
- CJ Solutions handle all logistics
- CJ Solutions assign dedicated account manager
- CJ Solutions to handle any network changes
- Maintenance of other vendor's equipment
- Cisco® approved support process
- Regular customer satisfaction surveys
- Customer review process

### CJ Solutions additional options:

- Flexible cover options
- CCO
- IOS software updates