



An Insight company

Cisco SMARTnet service



Maximize your Cisco SMARTnet Contracts with Datalink.

At Datalink, we specialize in proactively assessing customers' current Cisco SMARTnet maintenance spend and leveraging it against maintenance requirements and mitigated risk. Using a hands-on approach, our experienced SMARTnet experts first get to know your business needs, and then align those requirements to identify, assess, and manage your Cisco maintenance records. We review your current contract status to ensure your critical devices are covered and that less critical devices have appropriate coverage at a reasonable cost.

To give you the most cost-effective review, we assess coverage based on asset type, location, and usage within the network, including assets that have moved out of production and are at the end of their usable lifecycle.

Because our experts know how to consolidate and co-terminate multiple contracts, you receive the best pricing and effective management of multiple contracts.



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SMARTNET BENEFITS

Cisco SMARTnet covers common network issues and complex network problems, providing you with critical technical support to keep your network healthy and running efficiently.

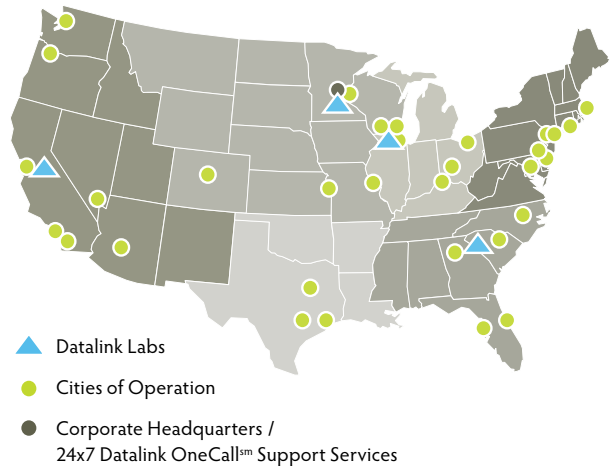
- Rapid problem resolution with around-the-clock, global access to the Cisco Technical Assistance Center (TAC)
- Ongoing system software updates to help evolve your network to meet ever-changing business needs and increase the return on your hardware investment
- Cisco IOS software support to extend the life of your Cisco devices with improved security, increased performance, bandwidth management, new protocol support, and greater interoperability
- Next-business-day advance hardware replacement (Additional replacement options, some as fast as two hours, are also available.)
- Registered access to Cisco.com for powerful online tools and information

WHY DATALINK SMARTNET SPECIALISTS?

- Decades of experience leveraging the best tools available, enabling us to readily and easily identify opportunities for improving your infrastructure
- Maintenance specialists with Cisco Service Expert Program (CSEP) certifications, and Data Center Networking Infrastructure (DCNI) and Data Center Storage Networking (DCSN) specializations

- A trusted partner that has earned the Unified Computing System Authorized Technology Provider (UCS ATP) accreditation and Cisco Gold certification
- Experience supporting large enterprise customers, Fortune 500 companies, small and medium business customers, and federal agencies throughout the U.S.
- Proven history of assisting customers with maintenance audits, billing support, licensing or coverage management, record reconciliation, and contract negotiations
- In-depth knowledge of Cisco SMARTnet maintenance programs and financing options for improved contract maintenance
- Strong technical expertise concerning upgrading, consolidating, and migrating across multiple Cisco product lines

To learn how Datalink can help you maximize your Cisco SMARTnet maintenance program, please call 800.448.6314 or email CiscoSMARTnet@Datalink.com.



Making IT happen

A complete data center solutions and services provider, Datalink helps Fortune 500 and mid-tier enterprises get the most from every IT investment – with storage, server, and network expertise across the infrastructure. We deliver greater business results throughout, designing what we sell, deploying what we design, and supporting what we deliver.