

# Delivering the 99.999 percent uptime promise

Neotel is South Africa's first converged telecommunications network operator, providing business, wholesale, and consumer voice and data services.

Cisco Smart Net Total Care™ provides Neotel with proactive support to optimise and secure the network, solving problems faster, improving operational efficiency, and reducing the risk of downtime.

“ We've been so happy with the decision to go to Smart Net Total Care route that we've actually tripled the length of our original contract. ”

— Jaco Labusschaqne, Finance and Procurement, Neotel

## Case Study | Neotel

Annual Turnover: 3.9bn Rand

Location: Johannesburg, South Africa

Industry: Telecommunications



“ We have tight SLAs with our clients. Without Smart Net Total Care, we certainly won't be able to deliver on those promises. ”

– Jeetesh Khusal, Senior Manager, Service Assurance, Neotel

# Tight Customer SLAs calls for network support 24 hours

Cisco Smart Net Total Care minimises downtime to provide a point of differentiation.

Offering customers a 99.999 percent uptime service-level agreement (SLA) gives Neotel a strong selling proposition, which is leading to significant company success. Cisco Smart Net Total Care is essential to delivering this commitment.



## Risk Reduction

Network issues are identified and resolved faster.



## Superior Support

Network Support is accessible 24 hours a day.


## Superior technical service means a competitive edge

The Cisco Smart Net Total Care service gives assurance to Neotel's customers that technical issues are resolved expertly and quickly.

## A necessity for the future

Impressed by the Cisco Smart Net Total Care service, Neotel has extended its contract to 3 years to safeguard its customer SLAs and operational efficiencies.

Neotel have expressed their use to customers and prospects, successfully using it as a selling proposition to capture new customers.






Technical

“ Smart Net Total Care has proactively supported, optimised, and secured our network performance, allowing us to pay more attention to the running of our business. ”

– Chala Rao, Chief Network Officer, Neotel

# Proactive network management and reduced costs support additional investment

With 8500 networked devices, Neotel needed to resolve any issues fast and reduce downtime risks. By collecting data on the network continuously, it was able to better plan investment and understand operational changes, such as software updates. This is all possible due to Cisco Smart Net Total Care.

## Enhanced operational efficiency

With the Cisco Smart Net Total Care service, Neotel has immediate access to view all devices' network status. Neotel operators are able to identify and solve problems faster, identify last day of services on devices, reduce downtime risks while enhancing operational efficiency and saving budget. With its infrastructure proactively supported, there is less need to hold inventory in reserve, freeing up budget to invest in new IT projects.

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# 99.999%

With the help of the Cisco Smart Net Total Care service, Neotel is able to maintain more than 99.999 percent availability of its transmission, IP and managed services solutions.



Neotel has reduced its inventory holdings which has freed capital funding for Neotel to spend on new IT projects.