Cisco SP Base Service

Data Sheet

Resolve network problems rapidly with direct, anytime access to Cisco experts, software updates, and hardware replacement matched to your needs.

When Minutes Matter, Depend on Cisco SP Base Service to Deliver

As networks evolve and critical business processes, systems, and services are added, the consequences of downtime increase dramatically. When a problem occurs that can disrupt service delivery or business continuity, IT departments are under intense pressure to resolve the issue as quickly as possible or correct it before it can affect the business. Cisco® SP Base® supports rapid problem resolution and improved operational efficiency through a combination of expert troubleshooting assistance, online tools, and flexible device coverage options, providing you with greater network availability while reducing operating costs.

Move Quickly and Confidently with Cisco Expertise and Resources

Cisco SP Base is an award-winning technical support service that gives your IT staff direct, anytime access to Cisco engineers and Cisco.com resources—helping you get the fast, expert response and accountability that you require to resolve critical network issues.

Connects Directly to the Network Experts at Cisco

When a network problem is affecting business-critical systems, get fast access to technology experts with experience in diagnosing the toughest problems. Cisco SP Base Service connects you directly to the Cisco TAC, staffed by Cisco professionals certified in a broad range of Cisco products, service provider architectures, and advanced technologies. The Cisco TAC employs a sophisticated system that helps ensure that your service request is automatically routed to the appropriate technology team and automatically escalated to the next level of support if it is not resolved within a specified timeframe. To confirm the right remediation action, Cisco engineers can test solutions in a laboratory environment that simulates your network.

The Cisco TAC is available around the clock and around the globe, with support available in local languages. If your assigned TAC engineer changes for any reason before your service request is resolved, a personal handoff is completed

Cisco SP Base Service provides the following device-level support:

- Direct access 24 hours a day, 365 days a year.
- Extensive self-help support through Cisco's online knowledge base, communities, and resources.
- Smart, proactive diagnostics and immediate alerts.
- Operating system (OS) software updates.
- Hardware replacement options; covering multiple service levels.
- Optional onsite services.

between all parties to provide service continuity through issue resolution. You can confer with Cisco TAC engineers in a way that is most convenient and useful for you, including email, telephone, and web-based collaboration. Throughout a TAC engagement, the goal of every Cisco engineer is to empower your staff through active knowledge transfer.

Online Troubleshooting Tools Accelerate Problem Resolution

Improving operational efficiency is an ongoing concern for IT departments. As part of the Cisco SP Base Service, your staff has access to extensive troubleshooting and support resources on the award-winning Cisco.com support site which contribute to improved operational efficiency in numerous ways.

Figure 1. Lifecycle Phases

The unique Cisco Lifecycle approach to services as shown in Figure 1 defines the requisite activities at each phase of the network lifecycle to help ensure service excellence.

Using the automated tools and personalized content based on your network environment, you can quickly resolve many issues yourself online. Some of the most widely used tools are:
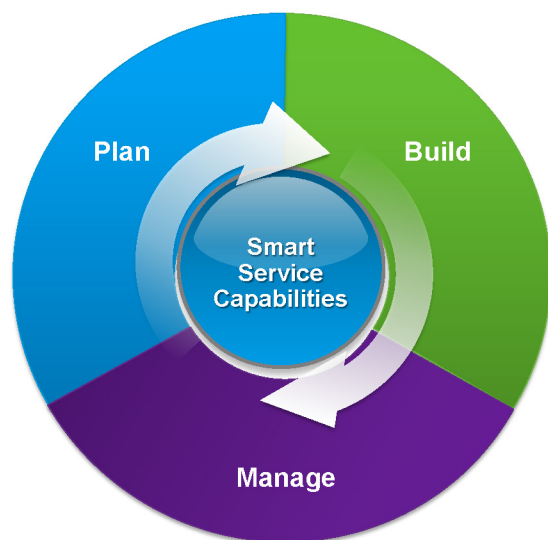
- Software Downloads: Get the latest updates, patches, and releases of Cisco software.
- Software Advisor: Choose appropriate software for your network device by matching software features to Cisco IOS® Software and Cisco Catalyst® OS releases.
- Bug Toolkit: Quickly find software problem fixes based on version and feature sets.
- TAC Case Collection: Interactively diagnose common problems involving hardware, configuration, and performance issues.
- Error Message Decoder: Look up explanations for console error message strings listed in the Cisco Software System Messages guide.
- Command Lookup Tool: Look up a detailed description for a particular Cisco IOS Software, Cisco Catalyst, or Cisco PIX® or ASA command.
- Output Interpreter: Receive instant troubleshooting analysis and course of action for your router, switch, or Cisco PIX device using collected show command output.
- Smart Enabled Portal: This is a web-based user interface to access SP Base reports, alerts and actions.

Cisco customers with support contracts have authorized access to technical resources and personalized pages that can provide an accelerated path to issue resolution.

Count on the Right Part, When and Where You Need It

When you need dependable, fast access to business-critical parts, your Cisco SP Base Service delivers. Choose from a variety of hardware replacement options, including premium options such as 2-hour replacement and onsite parts replacement and installation. You can select the coverage you want on a device-by-device basis, so you get the flexible coverage you need.

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All options include anytime, global access to the Cisco TAC and award-winning Cisco.com resources. The Cisco SP Base Service options are shown in Table 1.

Table 1. Service Options

Service	Cisco SP Base Service/SP Base Onsite
Hardware Replacement Options[1]	**Advance Replacement:** • 24x7x2 hour • 24x7x4 hour • 8x5x4 hour • 8x5xNBD **Other:** • 8x5xRTF • 8x5xRFR[2]
Optional Onsite Engineer	Only with SP Onsite Support Option
Cisco TAC[3] Hotline	24x7 access
Cisco.com Knowledge-Base and Tools	Full access
Operating System Software	Ongoing updates within the licensed feature set
Eligible Devices	All
Access to Smart Services	Yes

1. Optional SP Advance Replacement for hardware is available in various service-level combinations. For example, 8x5xNBD indicates that a technical support engineer is available 24 hours a day and advance hardware replacement is available 8 hours per day (delivering the replacement hardware during normal business hours only), 5 days a week, with next business day delivery.
2. Return for Repair on select products only.
3. Cisco Technical Assistance Center

Online resources provide any day, any time, on demand support

• Resolve network issues with automated troubleshooting tools and personalized content
• Use My Cisco to organize and track the information that matters most to you
• Browse a library of over 90,000 technical documents and resources
• Join support communities and share knowledge with peers and Cisco experts
• Connect with Cisco technical support using social media apps, including Facebook and Twitter

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More Than a Warranty

Companies sometimes think of warranties as an adequate defense against product problems. Cisco SP Base Service goes far beyond a simple warranty replacement policy (see Table 2). Cisco SP Base Service provides troubleshooting support, advance hardware replacement options, and extensive self-help and knowledge transfer to empower your network operations and support staff. Warranty only offers delayed hardware replacement during the warranty duration.

Table 2. Cisco SP Base Service Features vs. Warranty Features

Service Features	Cisco SP Base Service/SP Base Onsite	Warranty
Hardware Coverage and Duration	Renewable Contracts	Replaces defective hardware only 90 days and 1 year are most common
Hardware Replacement	**Advance Replacement:** · 24x7x2 hour · 24x7x4 hour · 8x5x4 hour · 8x5xNBD **Other:** · 8x5xRTF · 8x5xRFR[1]	10 day Advance Replacement 15 day Return to Factory[2]
Software Coverage and Duration	24x7 access	Replaces software media during first 90 days
Cisco Technical Support	Full access	No
Cisco IOS Software Updates	Ongoing updates within the licensed feature set	No
Cisco.com Knowledge-Base and Tools	All	No

1.   Return for Repair on select products only.
2.   On Optical Networking products. Get more information on the Cisco warranty.

Award-Winning Service

With Cisco you get service and support that consistently win awards year after year. The certifications and awards shown in Figure 2 illustrate how Cisco continues to set the standard when it comes to support performance and value to our customers. When you choose Cisco, you are getting extremely high-quality service from a team of experts whose top priority is to make you successful.

Figure 2. Industry-Recognized High-Quality Service

Awards

Temkin Group 2013 Customer Experience Excellence (CxE) Award

In December 2013, Cisco was awarded a Temkin Group 2013 Customer Experience Excellence (CxE) award in recognition of our efforts to make it easier to do business with us. Our application, which focused on the approach we use to drive customer & partner experience improvements via the Ease of Doing Business (EoDB) program, was judged on three main criteria: customer experience transformation efforts, business and customer results, and sustainability. Cisco's approach to EoDB incorporates several key elements that make it successful:

- Sponsorship that spans functional and geographic borders to ensure that a simplified and unrivaled experience is established as a priority at the company level
- Decisive action on obvious breakdowns in the experience that can deliver quick relief for top customer & partner pain points, coupled with…
- Holistic understanding of the customer & partner experience journey from the outside-in, allowing us to design an improved experience end-to-end

Cisco's EoDB strategy stood out because of the innovative and meaningful solutions the program delivers to simplify complex issues for their customers. There were five winners this year: AIG Asia Pacific, Cisco, EMC, Intuit, and Oracle.

Gartner & 1to1 Media Award to Cisco Support Website

Cisco received the 2013 Customer Service Optimization Gold award. This is the first time that the Smart Web Technology Group applied on behalf of Cisco online support. Gartner is a one of the world's most prominent industry analyst organizations. 1to1 Media is a multimedia resource organization for Customer Relationship Management (CRM) and Customer Experience professionals. Each year, the Gartner & 1to1 Media CRM Excellence Awards honor "world-class organizations" that have implemented "successful customer strategy and CRM initiatives. These awards spotlight excellence among organizations that take a customer-centric approach to improving their business performance and have seen exceptional results from doing so."

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The Association of Support Professionals (ASP) "Ten Best Web Support Sites" Award

For the tenth time and fourth year in a row, the Cisco Support Website was named one of the "Ten Best Web Support Sites" by the Association of Support Professionals (ASP). This industry award showcase excellence in online service and support. The Support Website has earned Cisco the top position in the ASP Hall of Fame as the company with the most all-time wins.

Web Marketing Association "WebAward"

The Cisco Support Website won the Web Marketing Association's 2013 "Technology Standard of Excellence" WebAward.

Four American Business Awards

The American Business Awards named Cisco Support Website a Grand Winner, having amassed enough judging points to join the Top Ten among 3200 total entrants. Cisco won American Business Awards for Best Home/Welcome Page, Best Interface Design, Best Overall Website Design, Best New Product/Service of the Year for Support Mobile App.

Two International Business Awards

The Smart Web Technology Group (SWTG) won one 2013 International Business Award for Cisco Support Website (Best Interface Design) and one for a Support Mobile app video (Best P.R./Technology Video).

Cisco Support Website Rated Tops for Usability in the Annual siteIQ Website Rankings for 2013

The Cisco Support Website continues to lead in usability and major trends. In 2013, for the third straight year, the Cisco Support Website was rated "#1 in Usability" by siteIQ industry analysts. This followed a rigorous evaluation of the online support offered by 23 leading tech companies, weighing each website against 140 criteria for content, features, navigation and search. siteIQ lauded this year's website redesign for "best-in-class innovations" and called it "a testament to all the hard work we've seen on the site this year."

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2013 J.D. Power and Associates Certified Technology Service and Support Program

This distinction recognizes Cisco for delivering "An Outstanding Technology Service and Support" experience to customers globally. Cisco was previously certified in 2006, 2007, 2008, 2010 and 2011. Jointly developed by J.D. Power and Associates and the Technology Services Industry Association (TSIA), the program evaluates overall customer satisfaction and helps technology support organizations increase their efficiency and effectiveness in customer service. The certification also helps customers identify those companies that have demonstrated customer service excellence before selecting which technology products to purchase.

TSIA Star Awards

As of 2013, Cisco had won the following STAR AWARDS:

- Innovation in Customer Success/Support Services – CAP Program
- Innovation in Customer Success/Education Services –Learning@Cisco

In 2012 Services received the STAR award for Best Online Support nine times and the award for Best Online Community one time (this category was open for only two cycles before being retired). Because of this track record, we are members of the TSIA Hall of Fame and are one of only four companies with 15 or more wins (HP, EMC and Oracle being the other three).

Forrester Groundswell Award 2011 and 2012

In fall 2011, Cisco won the Forrester Groundswell Award in the category of Support (Business To Business) for the entries "Cisco Support Community – Mobility" and "Cisco Support Community – Social Media." More recently, Cisco Services (TS) was awarded the top prize in the Business-to-Employee Collaboration Program category for "Using Social Knowledge to Reinvent Customer Support."

Cisco Support Community: 2012 Web Marketing Association's Award for Best Technology Website, Social Network Standard of Excellence, and Best Advocacy Mobile Application (iPhone/iPad)

Our technical support customers are often "on the road" in their everyday work, helping clients and troubleshooting on site. More than ever, our customers are taking advantage of today's advanced mobile technologies and smartphone platforms to stay connected with mission-critical technical resources that are needed to resolve support issues. The proliferation of persistent mobile broadband connection, rich user interface and highly efficient application development tools has opened up new opportunities for Cisco to offer anytime/anywhere technical support to smartphone users worldwide.

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Ordering Information

Cisco SP Base Service can be ordered through your local Cisco account representative.

Why Cisco Services

Cisco Services make networks, applications, and the people who use them work better together. Today, the network is a strategic platform in a world that demands better integration between people, information, and ideas. The network works better when services, together with products, create solutions aligned with business needs and opportunities.

For More Information

For more information about SP Base Service, visit www.cisco.com/web/services/portfolio/product-technical-support/sp-base/index.html or contact your local account representative.

For more information about other types of Cisco Services to maintain and optimize your network, including technology-specific and remote management services, visit www.cisco.com/go/supportservices.

For a complete list of the technical services available for your Cisco products and applications, visit our Service Finder tool at www.cisco-servicefinder.com.