



**AMS.NET**  
Technology Solution Provider

## SMARTnet with AMS.NET

Network downtime can bring business operations to a standstill resulting in loss of productivity and revenue. Cisco SMARTnet service provides your IT staff the resources and tools to quickly resolve issues.

Cisco SMARTnet provides direct, anytime phone access to Cisco engineers, flexible hardware coverage, the Technical Assistance Center (TAC), and online resources to help solve technical issues.

By purchasing your Cisco SMARTnet contracts from AMS.NET you'll receive added value. A dedicated Support Contract Specialist will provide overall contract management including contract expiration date reminders, equipment end-of-life or end-of-support notifications, contract merging, prorating and more.

In addition to Cisco support, AMS.NET offers a host of maintenance contracts to enhance the Cisco SMARTnet coverage. These include coverage for on site and remote engineering support for 8x5, 24x7 or for scheduled maintenance. The Support Contract Specialist will make contract recommendations based on your business type, operating hours and technical needs.

With a single point of contact for all maintenance and support needs, you can mitigate risks and keep your network and equipment operating at peak performance.

## CISCO SMARTNET



- ▶ Dedicated AMS.NET Support Contract Specialist to oversee and manage your account
- ▶ Contract management to alert you to expiration dates, make recommendations, and more
- ▶ Contract prorating so you only pay for the time period you use
- ▶ Contract merging to simplify contract tracking and management
- ▶ Multi-year discounting for greater value
- ▶ Cisco TAC assistance for quicker issue escalation and resolution
- ▶ Cisco CCO account setup assistance
- ▶ Contract and equipment reporting for usage and tracking
- ▶ Access to multiple AMS.NET procurement vehicles and leasing options
- ▶ Maintenance enhancements available including AMS.NET on site and remote engineering support for 8x5, 24x7 and scheduled maintenance
- ▶ Discounted blocks of support hours up to 20% off standard rates

Celebrating More Than **25** Years

Learn More!

Go to [www.ams.net/services](http://www.ams.net/services)  
800-893-3660