

CISCO SMARTNET VS PSS SUPPORT

The benefits of a Cisco Gold Partnership



Cisco offers customers two different support models: **SMARTnet** and **Partner Support Service (PSS)**. To understand the differences between the two, please see the information in the table below.

SMARTnet support model offers customers a direct route to Cisco for all support and technical queries. As an alternative Cisco has provided their most accredited Partners, such as PCM, with the ability to deliver a support model to undertake the 1st to 3rd line fault diagnosis and triage for faults that customers may experience, which is Cisco PSS support. PSS support offers the same level of support as SMARTnet including access to Cisco TAC, but before escalation to Cisco TAC is performed Cisco requests that any Cisco TAC case is instigated by the support partner (i.e. PCM).

As a result, the cost for the PSS support service via Provista is significantly less than the equivalent direct SMARTnet support service.

This is not the only benefit, as PCM is responsible for the 1st to 3rd line fault diagnosis and triage, our service offers an additional level of value add to our customers. As our team members would establish day to day familiarity with customers contacts and infrastructure to ensure any fault / incident is resolved as quickly as possible and within the agreed SLA's.

In summary, both SMARTnet and PSS offer exactly the same levels of support and service to the end user customer. PSS requires all calls to be directly logged with the customers Cisco support partner—PCM. Please find additional information and comparison table below. As an enhancement to Cisco PSS support, PCM is also able to supply additional value adds such as 24x7 NOC and fault management / restoration, network monitoring and direct immediate access to Cisco qualified engineers including CCIE level accredited staff.

SmartNet Total Care (SNTC) v Cisco Partner Support Service (PSS) comparison	SmartNet	PSS
Advanced Hardware Replacement (RMA)	Yes	Yes
Access to Cisco's knowledge base	Yes	Yes
Software Updates	Yes	Yes
Installed Base and Contract Management	Yes	Yes
Alert Reporting	Yes	Yes
24x7 NOC Support Desk	No	Yes
Cisco TAC escalation	Yes	No*2
Raise direct TAC cases with Cisco	Yes*1	No*2
Software downloads direct from Cisco	Yes*1	Yes*3
Network monitoring	No	No
Named support engineer	No	No
UK based support engineers	No*4	Yes*5
Fault incident escalation management	Yes*6	Yes*7

NOTES

- *1 Dependant of a valid SmartNet support contract being in place.
- *2 Cisco TAC access would be via PCM & Software downloads direct from Cisco are available to the end customer.
- *3 Network monitoring offered by PCM as a value added service.
- *4 Cisco SmartNet support provided by Cisco employed engineering resources located in various countries globally.
- *5 Cisco PSS support provided by PCM employed engineering resources (CCNA to CCIE qualified), located in UK.
- *6 Escalation process managed by end user if TAC case is raised directly with Cisco by end user.
- *7 Escalation process fully managed by PCM (with full notifications to end user).