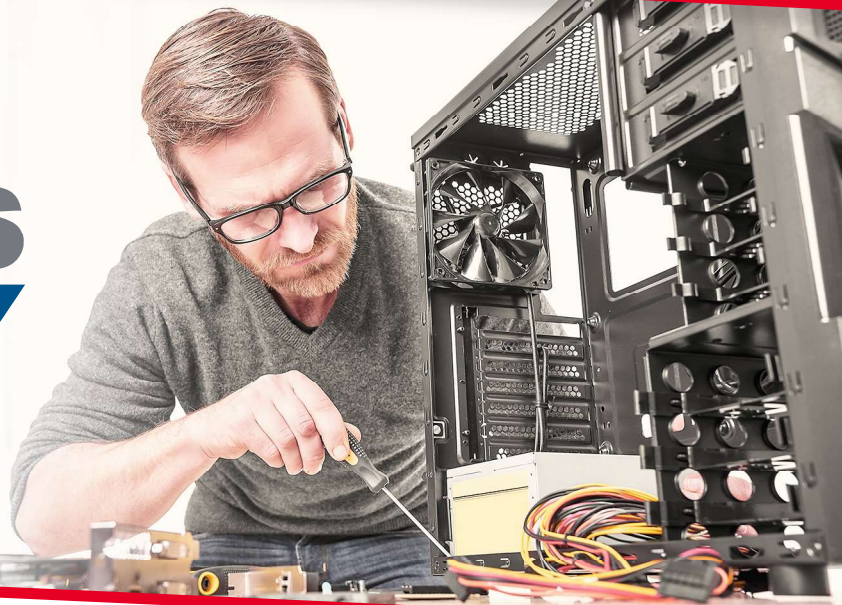# SUPPORT VS WARRANTY

Adding value to your purchases

At PCM, **support is at the heart of our business**, ensuring customer business continuity. Hardware and software support is required to protect your IT investment and reduce costly network and application outages. PCM's support services are always tailored for your business and environment to ensure the correct level of support.

We are often asked how Cisco Warranty is compared to the Support services. The role of support has been changing in the last few years, mostly due to software becoming more and more critical to the smooth functioning of the network. **Warranty does not cover the software element of network sufficiently** to properly maintain the network. For more information please find the information below and comparison on the next page.

CISCO WARRANTY EXPLAINED

Cisco Warranty offers:

- Kit replacement to remedy manufacturing defects or damages in transit
- Typically lasts 90 days, but can be longer periods for some products
- Hardware Replacement starting from 10 days, but could take longer
- Defect-free software
- Access to limited online technical resources
- No access to remote diagnostics, monitoring or alerts

PCM SUPPORT SERVICE

By utilising our Support, your organisation will be able to appreciate the following benefits:

- Peace of mind that your network is supported and proactively monitored
- All Incidents handled by highly skilled manufacturer qualified and accredited engineers
- **24x7x365** support and escalation service
- From an Advanced Hardware Replacement to an Engineer Onsite within 4 hours and we will continually review to ensure your business needs are met
- Escalation of multi-vendor TAC support fully managed by PCM

- Access to latest software and network security patch updates
- Online privileges to access Cisco technical tools and resources
- Combining Remote Monitoring with Hardware / Software Support to minimise downtime
- Proven record of **96.4% customer satisfaction**
- Letting PCM take the strain allows you to concentrate on your core business, ensures savings on your time

ARE YOU COVERED?

Our core support solution is a blend of multiple powerful components that can be mixed to provide a networking support solution that truly meets your business needs. With Proactive Remote Monitoring service of all / key device vital signs, we will detect failures before they can cause expensive networking outages.

This coupled with our Hardware / Software Support provides complete end to end support:

- remote network monitoring
- remote network engineering
- hardware support
- software support

INTERESTED?

Would you like to find out more about our Support and Remote Monitoring solutions please do not hesitate to contact us on **0800-069-8512** or **ukinfo@pcm.com**