

Build a Strategic Advantage with Cisco Small Business Solutions

At-A-Glance



Your Partner Can Help You Target Your Business Needs With Cisco Small Business Solutions

Small businesses should be free to focus on their core business, without having to worry about the technology supporting their work. A trusted Cisco partner can tailor a complete solution that fits your needs, and your budget, and can help you with every step of building and running your network solution. Cisco offers a range of products and services that are purpose-built to help small businesses grow, improve security, boost performance, and control costs. A Cisco® Small Business solution that includes product and service allows you to focus on your business, instead of spending time troubleshooting your network.

The Cisco Small Business Support Service is specifically designed to assist our partners in delivering three years of peace of mind to their customers. It helps keep your network running at its best, and if a problem does occur, it can be resolved rapidly. Cisco Small Business Support Service delivers:

- **Easy access** to the Cisco Small Business Support Center and Cisco Small Business Support Community
- **Software updates**, so you always have the latest, most robust and bug-free version available
- **Next-business-day hardware replacement**, so that if a product fails, you can get your network up and running again quickly

For more information on Cisco's Small Business Support Service, visit www.cisco.com/cisco/web/solutions/small_business/services/index.html.

Table 1. Features and Benefits

3-year subscription-based coverage	<ul style="list-style-type: none">• Provides peace of mind in knowing that the network supporting primary business operations remains running at its best
Next-business-day hardware replacement	<ul style="list-style-type: none">• Expedited hardware replacement minimizes network downtime
Access to Cisco Small Business Support Community	<ul style="list-style-type: none">• Enables small business owners to reach Cisco technical experts and receive advice. This valuable resource provides:<ul style="list-style-type: none">– Cisco and peer best practices– Opportunities to learn and share knowledge
Access to Cisco Small Business Support Center	<ul style="list-style-type: none">• Access to technical expertise during local business hours• Online chat and phone support during local business hours
Software updates	<ul style="list-style-type: none">• Periodic maintenance and minor and major release updates help ensure optimal performance

You and Your Partner: Ease Of Doing Business

Start with a trusted Cisco partner to help you build your Cisco Small Business solution from a wide range of products designed specifically for small businesses. Once your partner has built the right solution for your business, including products and service, follow these easy steps to complete your service registration:

- Access to your service begins after the service is registered.
- You and your partner will receive a notification regarding service registration via email from Cisco.

- Follow the easy instructions, and you or your partner can register the Cisco Small Business Support Service via the Cisco Service Registration Tool (requires a Cisco.com user ID).
- The Small Business Support Center is available to assist with service registration and provide immediate technical support.

Creating a Cisco.com Profile and Service Contract Registration

A Cisco.com profile is your single sign-on/unique identifier for all Cisco service contracts. The one-time registration saves your contact information, which is not shared with third parties unless you specifically select to opt in during registration. Cisco Small Business Support Service requires contract activation by Cisco.com log-in. When you make a service call to Cisco, your profile is immediately known. In addition, your Cisco.com profile entitles you to receive:

- Access to certain restricted firmware, based on service contract eligibility (software download)
- Product and security announcements (if you choose)

Cisco stores information submitted during the registration process, including any subsequent updates, in accordance with the [Cisco Privacy Statement](#).

To learn more, contact VoIP Supply at www.voipsupply.com or 800-398-8647.