

NETWORK INFRASTRUCTURE SERVICES

together with Cisco Services



Why DecisionOne

Single source, multi-vendor technology infrastructure support provider with integrated, onsite, remote and logistics capabilities

50+ years experience providing reliable managed service delivery in complex environments to more than 5,000 customers across 745 manufacturers

Broad geographic reach with technology professionals throughout the U.S. and Canada

Flexible and cost-effective service delivery model including ISO certified facilities, ITIL-based quality programs, continuous training and certification, and customizable service solutions

Modern businesses rely on network applications more than ever before and are even more vulnerable to the lost productivity and profitability that can result from a network outage. As the network becomes the platform for business success in companies of all sizes, the service and support needs of many organizations are changing.

DecisionOne provides network hardware support services for Cisco based networks for companies of all sizes. Our solution helps companies achieve superior business results. Services include;

- Comprehensive technology support for core, branch and remote Local and Wide Area Networks.
- Managed IT Services that provide full visibility across network infrastructures.



Device Based Support Solutions together with Cisco Services

DecisionOne provides traditional hardware support solutions for Cisco network hardware. Our service offerings include the award winning Cisco SMARTnet technical support service that offers direct anytime access to Cisco TAC and Cisco technical resources. SMARTnet delivers rapid issue resolution, flexible device-by-device coverage and premium service options to help maximize operational efficiency. Coupled with DecisionOne's national onsite technical support services, our device based support solution is unmatched in the industry.

Our Device Based Support Solution includes:

- 24x7 access to DecisionOne Service Support and Cisco Technical Assistance Center
- Access to the extensive Cisco.com knowledge base and tools
- Ongoing operating system software updates
- Cisco OS software support
- Same day and next business day service and hardware replacement options

U.S. Inquiries: 888-287-9202
Canadian Inquiries: 800-554-5179
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Network Based Solutions together with Cisco Services

In conjunction with Cisco, DecisionOne's network based support service combines networkwide technical support with ongoing network monitoring and proactive maintenance. With collaborative service capabilities that combine complementary strengths of Cisco and DecisionOne, you can increase visibility into the health and security of your network, improve network reliability and performance, identify potential problems before they affect your business, and reduce the time and effort necessary to maintain your network.

Peace of Mind: Proactive verification that your network is secure, reliable, and functioning optimally at all times, improving employee productivity and helping you get the most from your technology investments.

Network Visibility: Through our secure web portal, you can view the status of your overall network health and security with up-to-date status reports to help identify potential problems.

Continuous Improvement: Periodic assessments of your network health and availability to proactively identify potential issues and help ensure that all of your Cisco devices are configured optimally.

Strong Security and Business Continuity: Intrusion prevention system (IPS) signature update assess and repair, proactive notifications and IntelliShield alerts as well as disaster recovery services that back-up your router, switch and security device configurations to a remote location.

Simple, Complete Solution: DecisionOne expert technical support, ongoing operating system and application software updates for all covered devices and applications, advanced hardware replacement, and a wealth of Cisco tools and resources through Cisco.com - all under a single contract.

Device Based Support vs. Network Based Support

Solution	Patches/ Updates	Advanced Replacement	Remote Monitoring	Back-up & Restore	Service Levels			
					8x5xNBD	8x5x4	24x7x4	24x7x2
Device Based	x	x			x	x	x	x
Network Based	x	x	x	x	x		x	

Network Based Support Components

- Basic remote monitoring & repair
- Assess and repair service
- DecisionOne 24x7 technical support
- Advanced hardware replacement
- Proactive alert notifications
- Automated Patch/Update notification
- Intrusion Prevention System (IPS) Signature Assess and Repair option
- Disaster recovery services
- Cisco OS software support
- Onsite support options
- Single contract for entire network
- Multi-year contract options

Visit us at
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