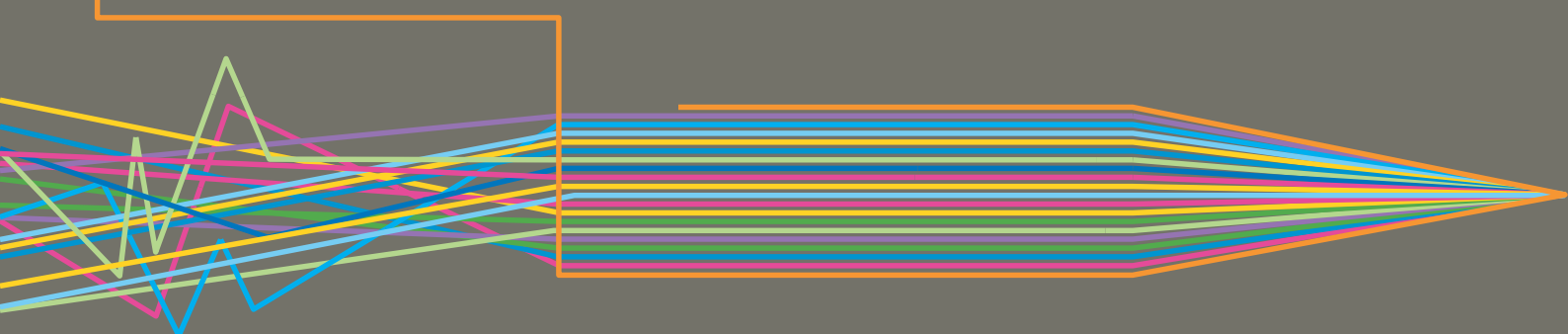


CAEs Cisco Support Offerings



CAEs Cisco Support Offerings.

Irrespective of advances in technology at some point in time, normally the most inconvenient, it will go wrong and stop working. It is at this point that you need a trusted and responsive partner to fix the problem quickly and with minimal disruption.



Our partnership with Cisco enables us to provide our clients with an excellent level of support service.

We offer four types of support each designed to meet your individual requirements.

CAE SHARED SUPPORT

A nationwide service in which all Cisco equipment is maintained directly by CAE. Cisco replaces any faulty hardware under a committed SLA and a Cisco accredited CAE engineer will attend site to resolve the problem if needed.

CISCO SMARTNET

Cisco SmartNet is a service that offers direct, anytime access to Cisco engineers and an extensive range of technical resources. It delivers rapid issue resolution, flexible device-to-device coverage and premium service options to help maximize operational efficiency.

CAE MANAGED SMARTNET

The service is issued and delivered by Cisco, just as SmartNet. But with an extra level of support and administration which is provided by CAE.

CISCO SMART CARE SERVICE

A customized support and network maintenance service which has a proactive approach. This service gives you proactive network health checkups, ongoing monitoring and visibility into your own network anywhere and at anytime through a web based dashboard.

Customer Satisfaction

CAE have been recognised in the Cisco Satisfaction index as having the most satisfied customers with an overall score of at least 4.8 out of a possible 5 in the four years it has been running.

Support Feature	SmartNet	CAE Managed SmartNet	CAE Shared Support
Support fundamentals	Packaged SmartNet issued and delivered by Cisco.	Packaged SmartNet issued and delivered by Cisco with an extra level of support and administration provided by CAE.	Support delivered by CAE through a direct support agreement with Cisco for parts and high level technical support.
Contract set up	Virtual registration package with online tool to complete.	Same process as SmartNet but totally managed and completed by CAE.	Single contract put in place with either email or written confirmation of new equipment to be added. If equipment and support supplied by CAE automatic registration.
Set up time	Allow one month for registration.	As SmartNet but interim engineer cover provided by CAE.	For service levels quicker than next business day up to one month parts set up. Engineer cover from day one.
Service availability	24 x 7	24 x 7	24 x 7
Response times	2 hour, 4 hour, next business day	As SmartNet	2 hour, 4 hour, next business day. If variations are required to meet business requirements these will be accommodated.
Initial telephone response	1 hour from call log, immediate for priority 1.	As SmartNet	Plan of action to be agreed within 1 hour with 15 minute initial call response.
Contact methods	Phone, internet and email	As SmartNet	Phone and email. Internet option currently being assessed but human contact is always the preferred route.



Call priorities	4 call priorities to reflect business urgency.	As SmartNet	CAE call priorities are identical to those within Cisco to ensure that the service is seamless.
TAC access	Direct access to TAC to log and monitor cases.	As SmartNet	All cases should be logged through CAE. If a call is escalated to TAC then the customer can receive direct updates and view progress.
Engineer support	Cases logged with TAC will be managed by an engineering team including CCIEs. The call will be managed by a team from whichever location is operational based on a 'follow the sun' rota.	Option to log directly via Cisco TAC or via CAE to ensure a level of understanding and troubleshooting before being passed to Cisco.	Cases will be managed by a CAE engineering team that includes CCIEs. The use of a core team of support engineers means that the same engineers will be responsible for all calls. This reduces any time required to familiarise with contacts, network and configurations. CAE engineers also have direct access into TAC whenever required.
Hardware replacement	Sourced directly from Cisco spares.	As SmartNet	CAE choose to utilise Cisco spares as part of the direct support agreement. However, dedicated spares held at CAE, customer site or locally can be specified if required.
Software fix and updates	Access to the Cisco software library and minor and major upgrades online.	As SmartNet	Full access is available to the customer for the Cisco software library and minor and major upgrades online. In addition, CAE can hold a copy of the customer configuration securely offsite. This allows software changes to be tested before release and be notified proactively if requested.

Image restoration	Customer responsibility.	Customer responsibility to restore but copies can be held offsite.	CAE will complete a fix including software restoration. Images can be held securely offsite with remote access given to engineers.
Escalation	Defined escalation path that is time based and includes senior management.	As SmartNet	Defined escalation path that is time and customer driven. Includes CAE senior management and Cisco senior management in parallel.
Cisco CCO access	Online access to all customer areas of the Cisco website including troubleshooting, support and productivity tools	As SmartNet	The same level of access as SmartNet is given through Partner Initiated Customer Access (PICA). This allows multiple logons by a company and is administered by CAE.
Knowledge transfer	Regular updates sent out if requested. Network information required for each individual call.	CAE control delivery of relevant information and will hold network infrastructure knowledge in order to aid call logging and fault resolution.	Full two-way knowledge transfer process that starts with a customer network briefing for CAE engineers and continues with proactive updates and constant informal discussions. The result is reduced time to fix, proactivity introduced for common faults and security patches and CAE acting as a logical extension to the network department.
Call reporting	Full narrative reporting for each call.	As SmartNet	Full narrative reporting including historical fault analysis. All call information managed through Service Alliance service management system with customer review granted on request.
Review meetings	By request with a Cisco sales account manager.	Regular reviews scheduled with CAE service team and account manger to include Cisco personnel if required.	Regular reviews scheduled with CAE service team and account manger to include Cisco personnel if required.

Consultancy days	Request time for specific pre-sales projects.	Number of consultancy days included per year for use totally at customer discretion.	Number of consultancy days included per year for use totally at customer discretion. Higher number of days than managed SmartNet service and use of CAE lab environment.
Customer satisfaction	Sampled as part of global customer satisfaction process	Participation in independent annual partner and Cisco survey.	Participation in independent annual partner and Cisco survey. CAE have achieved the top results in the United Kingdom for four years running. Direct access to service management team for any immediate issues.
Pricing	Based on Cisco global price list.	Based on Cisco global price list with management uplift.	Based on SmartNet cost with discount applied to reflect CAE overhead efficiency and commercial flexibility.
Pricing basis	Chassis based with one price covering all internal components.	Chassis based with one price covering all internal components.	Chassis based with one price covering all internal components.
Contract period	1 year fixed contract per item	As SmartNet	CAE will endeavour to accommodate changes without financial risk for the customer. Changes in supported equipment considered after six months.



Our knowledge. Your business.

It works.

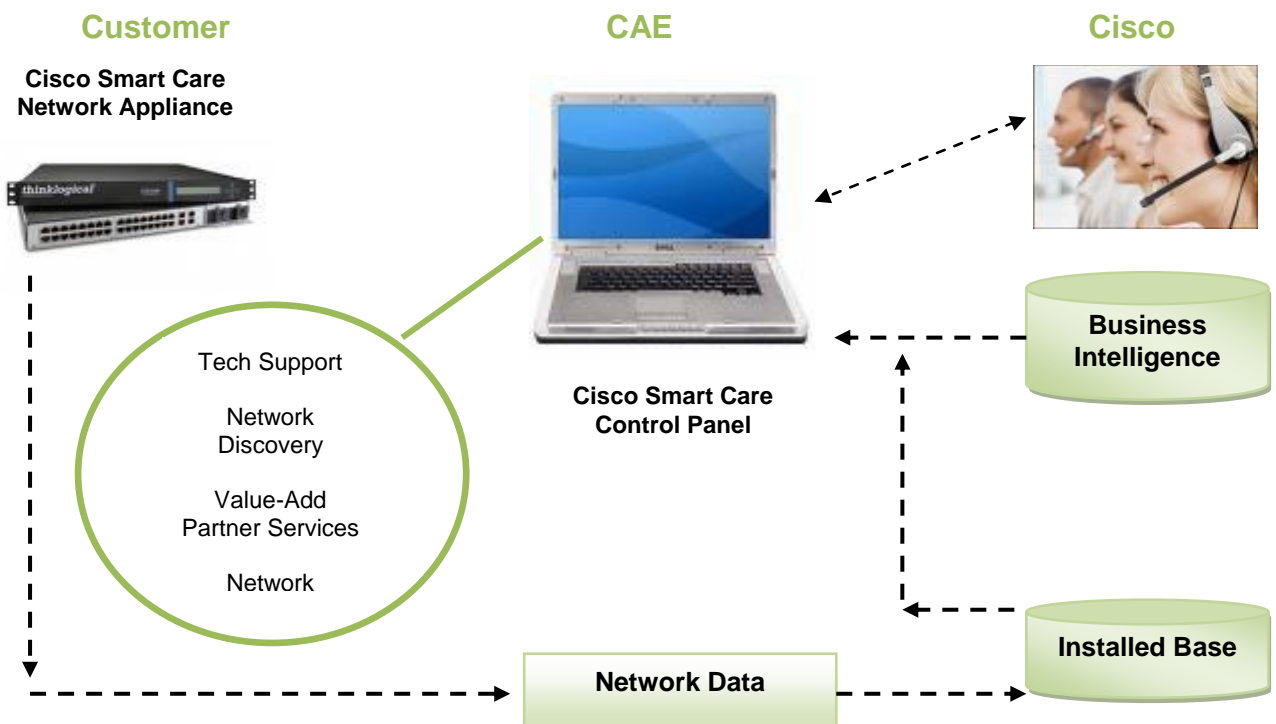
Cisco Smart Care Service

Led by CAE and backed by Cisco this service allows CAE to provide the next generation of personalised support.

Service Capabilities

- 24x7 partner access to the TAC
- Next Business Day advance replacement of Cisco devices with an option to upgrade devices to 4hrs
- Software updates and maintenance releases for qualified Cisco applications
- Cisco IOS software support, including maintenance releases and patches, minor releases and major releases
- Remote monitoring and repair of Cisco devices and software applications.
- Proactive health checks that assess Cisco network foundation, voice and security technologies to identify potential issues
- Technical support for all Cisco hardware and software in the network with a single network wide maintenance contract
- Assess and prepare services to simplify the addition of new technologies and applications over time (security and voice)
 - Voice Readiness Assessment – measures the delay, jitter, loss (DJL) in a network
- Disaster Recovery services that back up routing, switching and security solutions
- Email alert notifications to communicate issues with the network
- Improved security assess and repair – NSA compliance

How It works.



Our knowledge. Your business.

It works.

Our aim is to provide a service that is completely intuitive to your needs; we provide a framework which can be tailored to your exact requirements.

Please contact your account manager for further details.

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