

ALEF / Cisco Partner Services (PSS)



In partnership with Cisco Systems, ALEF offers a program of technical support services for Cisco equipment – **ALEF/CISCO Partner Services**. This service is only available to a selected group of customers and it provides an upgrade to the traditional services such as SW updates, replacement of defective hardware or access to Cisco TAC (technical assistance centre).

These services make it possible for ALEF to expand the scope of their professional support to IT operations and bring in new tools and knowledge from Cisco Systems. These services enable comprehensive coordination of all customer requirements for the support of Cisco equipment as well as communication with all parties involved in the service. Logistically, the replacement of defective hardware and related presence of a technician on site is the responsibility of Cisco Systems and the replacement time or spare part delivery is not guaranteed.

What's included in the ALEF/Cisco Partner Service?

Support from ALEF Expert Centre and Cisco Technical Assistance Centre (TAC)

- access to ALEF ServiceDesk
- intended for technical assistance in the event of major defects in Cisco equipment
- available 24x7x365 in various languages via email, web, phone
- quick and effective remedy of defects by highly trained experts of Cisco Systems, predominantly holding CCIE certification
- use of Cisco Systems knowledge base

Continuous availability of the latest versions of Cisco SW

- possibility to obtain the current version of Cisco IOS software at any time
- available major and minor SW updates or bug fixes
- New SW versions enhancing the safety and availability of the network
- IPS signature updates (Intrusion Prevention Systems) – for an extra fee

Quick replacement of defective hardware

- replacement of network elements at different levels either on weekdays or nonstop, optional installation and configuration of hardware on site
- ALEF is in charge of the coordination of HW replacement

Access to SMART Portal

- proactive notification of new HW and SW updates
- registry of Cisco devices connected in the network
- monitoring of the validity of service and support contracts
- early warnings of potential problems in the network
- early warnings of threats to the security of network operation

As part of ALEF/CISCO Partner Services the customer may have so called **Smart Collector** installed in their network free of charge (it is a set of applications that can be run virtually on client devices, hosted at ALEF premises with a VPN access point or on dedicated hardware located at customer's premises). It includes a client unit which allows continuous monitoring of the condition and operation of all elements within the Cisco network which uses a secured channel to transmit the data to the data centre of Cisco Systems for evaluation. The results are then displayed on-line on the website of Cisco Systems – the **SMART Portal**. To ensure high security of this service, no access information such as names, passwords or configuration files are transferred to Cisco Systems.

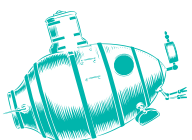
Service Levels of ALEF/CISCO Partner Services

Various levels of ALEF/CISCO Partner Services are available differing in the response times to customer requests, deadlines for the replacement of defective hardware, or whether the service support is to be provided by a technician on-site or remotely. ALEF/CISCO Partner Services are provided for various products of Cisco Systems such as routers, switches, Unified Communications products or Unified Computing solutions.

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Product areas	Service code	SLA	Access to TAC	HW Replacement	Cisco technician on site	Access to latest versions of Cisco SW	Available updates of Cisco IOS	Access to Cisco knowledge base	Notes
Borderless Networks	ALF_PSO2_24x7_FT02h	24x7x2	24x7	•	•	•	•	•	spare part delivery within 2h, 365 days a year
	ALF_PSOE_8x5_FT04h	8x5x4	24x7	•	•	•	•	•	spare part delivery within 4h on business days
	ALF_PSOP_24x7_FT04h	24x7x4	24x7	•	•	•	•	•	spare part delivery within 4h, 365 days a year
	ALF_PSRT_8x5_FTNBD	8x5xNBD	24x7	•	•	•	•	•	spare part delivery by NBD
	ALF_PSUE_8x5_FT04h	8x5x4	24x7	•	•	•	•	•	spare part delivery within 4h on business days
	ALF_PSUP_24x7xFT04h	24x7x4	24x7	•	•	•	•	•	spare part delivery within 4h, 365 days a year
	ALF_PU2P_24x7xFT02h	24x7x2	24x7	•	•	•	•	•	spare part delivery within 2h, 365 days a year
Unified Communications	ALF_PSBU_8x5_RTNBD	8x5xNBD	24x7	•	•	•	•	•	both minor and major Collaboration and Prime SW updates
Unified Computing	ALF_PSJ1_8x5_FTNBD	8x5xNBD	24x7	•	•	•	•	•	spare part delivery by NBD
	ALF_PSJ2_8x5_FT04h	8x5x4	24x7	•	•	•	•	•	spare part delivery within 4h on business days
	ALF_PSJ3_24x7_FT04h	24x7x4	24x7	•	•	•	•	•	spare part delivery within 4h, 365 days a year
	ALF_PSJ4_24x7_FT02h	24x7x2	24x7	•	•	•	•	•	spare part delivery within 2h, 365 days a year
	ALF_PSJ6_8x5_FT04h	8x5x4	24x7	•	•	•	•	•	spare part delivery within 4h on business days
	ALF_PSJ7_24x7_FT04h	24x7x4	24x7	•	•	•	•	•	spare part delivery within 4h, 365 days a year
	ALF_PSJ8_24x7_FT02h	24x7x2	24x7	•	•	•	•	•	spare part delivery within 2h, 365 days a year
	ALF_PSW2_8x5_FT04h	8x5x4	24x7	•	•	•	•	•	Warranty Plus Service, spare part delivery within 4h on bus. days
	ALF_PSW3_24x7_FT04h	24x7x4	24x7	•	•	•	•	•	Warranty Plus Service, spare part delivery within 4h, 365 days a year
	ALF_PSW4_24x7_FT02h	24x7x2	24x7	•	•	•	•	•	Warranty Plus Service, spare part delivery within 2h, 365 days a year
	ALF_PSW6_8x5_FT04h	8x5x4	24x7	•	•	•	•	•	Warranty Plus Service, spare part delivery within 4h on bus. days
	ALF_PSW7_24x7_FT04h	24x7x4	24x7	•	•	•	•	•	Warranty Plus Service, spare part delivery within 4h, 365 days a year
	SW applications	ALF_PBUS_8x5_RTNBD	8x5xNBD	24x7	•	•	•	•	•
ALF_PSUU_8x5_RTNBD		8x5xNBD	24x7	•	•	•	•	•	both minor and major SW updates
Telepresence Video	ALF_PSRN_8x5xFTNBD	8x5xNBD	24x7	•	•	•	•	•	spare part delivery by NBD
	ALF_PSRE_8x5xFT04h	8x5x4	24x7	•	•	•	•	•	spare part delivery within 4h on business days
	ALF_PSRP_24x7xFT04h	24x7x4	24x7	•	•	•	•	•	spare part delivery within 4 h, 365 days a year
	ALF_PSRU_8x5xRTNBD	8x5xNBD	24x7	•	•	•	•	•	both minor and major SW updates

NBD – end of the next business day; **8x5** – each business day from 9 AM to 5 PM; **24x7** – continuously every day of the year; **FT** – fix time; **RT** – response time



Trust the Strong

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