

CISCO MAINTENANCE

Cisco constantly improve the features and capabilities of their equipment. These features and enhancements are only available by installing the latest software version. Additionally, by not installing the latest software on your device, you are potentially exposed to bugs and software vulnerabilities. Smart Choice Communications offer full Cisco support and maintenance for our customers. Please contact our Customer Support at (800) 217-3096 for any questions regarding Cisco equipment and software.

FEATURES

• Firmware Standardization

Standardize firmware across devices and keep current with recommended production firmware

• Secure Encryption

Ensure secure access to devices by enforcing encrypted protocols and allowing only certain connections via access lists

• Around the Clock Monitoring

Monitor devices for hardware health as well as port status

• Equipment Replacement

Make programming changes per request of customer as well as replacement of any faulty equipment

• Top Talkers

Top Talkers on Internet Gateways, ASA's, Routers, etc

• Status Alerts

Monitoring of host's status, alerts when unreachable

• Robust Technical Assistance Center (TAC)

Our 24/7 domestic call center can help you resolve hardware issues faster all while increasing uptime.

• Engineers

Receive direct access to our TAC engineers who hold OEM certifications including CCNP, CCDP CCSP, and CCIE.

• Access to Hardware and Flexible SLAs

Our globally distributed parts inventory allows for easy access and replacement according to Park Place's flexible SLAs that fit your organization's needs.

• 24 Hour Replacement

Replacement within 24 hours* on all hardware that is DOA

*Monday-Saturday; Sundays - within 100 mile radius of warehouse only