

## CISCO SmartNet

### About Vaioni

Since 2001 Vaioni have been delivering high performance, world class network broadband, telecoms and support services to 8000 users across the UK and Ireland. We have strategically designed and developed unique products and solutions to help businesses to success. Our portfolio of business services are delivered across our 3 datacentres, something which few competitors are able to provide at such a complex level.

Vaioni have also setup alliances with national Tier 1 carriers and peering arrangement with many ISP's. These alliances put Vaioni in a position that offers businesses, the latest technology, shortest route to the internet, lower costs and unsurpassed support on a national basis.

Cisco SmartNet offers accelerated warranty support and extended life for your Cisco device 24/7 with as little as a 2 hour response. SmartNet not only provides fast responsive access to replacement Cisco hardware with an engineer onsite to fix, but also IOS software updates so you can take advantage of the latest developments from your Cisco device. IOS software updates includes maintenance, minor, and major updates.

Feature	Vaioni SmartNet Service Agreement
Incidents included	<b>Yes - Unlimited</b>
Spares included	<b>Yes</b>
Software updates (Subject to T&C's)	<b>Option (Included in your Quote)</b>
Remote access diagnostics	<b>Yes</b>
Test calls	<b>Yes*</b>
Access to spares for disaster recovery	<b>Yes</b>
Multiple and mixed manufacturer support	<b>Yes</b>
Free phone technical assistance	<b>Yes</b>
Nominated account engineer for engineering continuity	<b>Yes</b>
Penalty payments	<b>Yes</b>
Off site back-up of configurations	<b>Yes</b>
Software update installation	<b>Yes</b>

Audits	Yes
Test lab access	Yes
Annual Strategic Network Review	Yes
Remote Network Management	Yes -Optional Shadow service
Guaranteed Fix Time	Yes