

# Driving network excellence

with Cisco Smart Net Total Care (SNTC) and Comstor.



Cisco Smart Net Total Care (SNTC) is a comprehensive support solution offered by Cisco that reduces downtime, enhances network visibility, and optimises performance.

By partnering with Comstor, you can unlock the full potential of SNTC and benefit from our expertise in Cisco Services.

## Partner with Comstor and gain the added advantage of comprehensive coverage with SNTC to avoid the following risks:

- **Limited Access** Support
- **Missed revenue** opportunities
- **Reduced customer** satisfaction
- **Delayed problem** resolution
- **Higher risk** of network vulnerabilities
- **Limited visibility** and insight into the network infrastructure
- **The risks of running an old software version**, lack of technical assistance, and lost time without SNTC are also significant.

With SNTC, you can resolve problems 50% faster, ensuring faster resolution and minimising downtime.



## Benefits for Partners



### Increased Customer Loyalty

By providing SNTC, Cisco partners can enhance customer satisfaction and loyalty. With deep knowledge and expertise in Cisco Services, partners can deliver top-notch, tailored support that meets the specific needs of their customers.



### Expanded Service Offerings

Offering SNTC allows partners to provide a comprehensive support solution beyond traditional hardware sales. Partners can offer value-added services such as deployment assistance, optimisation, and ongoing management of Cisco solutions, extending their service offerings and generating additional revenue streams.



### Enhanced Support Capabilities

With seamless integration into Cisco services, partners can provide a streamlined support experience to their customers. This ensures a smooth and efficient implementation of SNTC, enabling partners to deliver high-quality support and maximise its benefits.



### Proactive Account Management

Dedicated account managers can work closely with customers to understand their requirements, provide personalised recommendations, and ensure they get the most out of SNTC. This proactive account management helps build strong relationships and deliver exceptional support to customers.

## Benefits for Customers



### Faster Problem Resolution

With SNTC, customers gain access to Cisco's Technical Assistance Center (TAC) experts and extensive self-help resources. This enables quick issue resolution and minimises network downtime.



### Reduced Risk

SNTC provides 24/7 access to Cisco technical experts and smart tools, enhancing visibility into the customer's IT infrastructure. This proactive approach helps address issues before they become disruptions, reducing the risk to the network.



### Stay Current with Updates

SNTC ensures customers stay up to date with operating system updates and patches, optimising network security and performance.



### Improved Operational Efficiency

SNTC offers management tools and automation that streamline support workflows, increasing operational efficiency and freeing up valuable resources.

## Smart capabilities

extend the value of foundational support



Installed base visibility



Contract status



Uncovered devices



Relevant security and product alerts



EoX details

### Award-winning technical support capabilities



Cisco Technical Assistant Centre (TAC)



Online resources



Advance hardware replacement



Operating system software updates

## Partnering with Comstor for SNTC

1

### Expertise in Cisco Services

Comstor's deep knowledge and expertise in Cisco Services will help partners benefit from their extensive understanding of SNTC and Cisco solutions.

2

### Seamless Integration

SNTC provides 24/7 access to Cisco technical experts and smart tools, enhancing visibility into the customer's IT infrastructure. This proactive approach helps address issues before they become disruptions, reducing the risk to the network.

3

### Value-Added Services

In addition to SNTC, Comstor provides value-added services such as deployment assistance, optimisation, and ongoing management of Cisco solutions. Maximise the benefits of SNTC with Comstor's end-to-end support.

### Next steps:

For more information about Smart Net Total Care, [click here](#) or contact your dedicated Comstor account manager.

