

NetSure®+ Overview

Global 24/7 support of routing, switching, security, and wireless network devices including parts, labor, and remote technical support. Combine the benefits of Third-Party Maintenance (TPM) with Third-Party Logistics (3PL) of spares and replacement parts you own. Get started with a ClearViewSM assessment of your network infrastructure to identify savings over manufacturer maintenance contracts.

Customer Challenges

	Procurement	Technical
High CapEx and forced hardware upgrades based on EoX dates	✓	✓
Poor support from scripted low-level Technical Assistance Centers (TACs)		✓
Having to prove a hardware failure before manufacturer ships replacement		✓
Excessive spend on manufacturer support contracts for access to software updates to which you are entitled under manufacturer warranty	✓	
Realizing cost savings without sacrificing quality	✓	✓
Managing self-sparing inventory	✓	✓
Maintaining warranty information and managing reverse logistics	✓	

Business Benefits

- Dramatically reduce support cost without sacrificing service levels
- Gain control of network lifecycle
- One number to call regardless of support provider
- Reduce waste and increase efficiency in self-sparing strategy
- Leverage scale and density of your network to capture additional maintenance savings
- Optimize total cost of ownership from effective utilization of TPM, 3PL, and manufacturer warranties

Key Features

Response: 4HR | NBD

- **Includes:** Defective hardware replacement (in Forward Stocking Locations) | 24/7 remote technical support
- **Optional:** Onsite labor | Private inventory management - your spares and Curvature logistics | Manufacturer RMA management

Differentiation

- **ClearView tool** provides objective, verifiable data on which items are well-suited for TPM and 3PL and which ones you should keep on a manufacturer maintenance contract
- TACs staffed with **certified support engineers**
- One number to call eliminates complexity of **integrating third party** into your support model
- **250+ Service Locations and Forward Stocking Locations (FSLs) worldwide** that securely house our spare parts and your inventory

- **Extensive testing procedures** ensure all spare parts have lower failure rates than brand-new hardware
- TL 9000 Certified Quality Management System
- **250+ Field Engineers globally**
- Capability to expand into new geographies rapidly
- Private inventory management - your spares managed and deployed from Curvature global Service Centers and FSLs
- Manufacturer warranty tracking and reverse logistics (RMA management on your behalf)

FAQ

Questions	Answers
Do I need SMARTnet to get software updates?	Some updates for LAN switches may be available without a SMARTnet contract. For more information, please see the applicable Product Bulletin from Cisco. Additionally, we have found that in many cases, Cisco is no longer providing new software updates for a significant number of the devices for which our clients have SMARTnet contracts.
What if I want to work with one support provider only?	Curvature makes the process seamless with our one-number-to-call service (Concierge Desk). You can call us whether the device is covered by Curvature or under a manufacturer support contract. We can open cases on your behalf with a manufacturer's support provider.
How do you support new technology like my Catalyst 9000 platform?	By leveraging your inventory, manufacturer warranties, and Curvature's global logistics and service delivery (3PL), NetSure+ gives clients the ability to realize significant savings without paying a premium for manufacturer support for services made available via standard warranties.
Do you have the ability to support Cisco ONE licensed devices?	Yes. For select platforms where Cisco ONE is the licensing model, we can provide support by leveraging your inventory, manufacturer warranties, and Curvature's global logistics and service delivery (3PL), similar to our support model for Catalyst 9000.
We have to be PCI compliant. Does that mean I need SMARTnet?	PCI standards require you to patch any known vulnerabilities. Cisco makes patches available for free through its PSIRT notices.
Are End of Life assets the main devices you support?	No. That is only a fraction of what we support. For example, we support LAN switches from day 1.
Is the best strategy, for you to support my edge devices, and Cisco to support my core?	No, not necessarily. For example, nearly all of the 6500-E supervisor engines are no longer getting software updates making the chassis a perfect fit for TPM. Curvature's ClearView report will define where you can leverage Curvature for enhanced savings and service delivery and where manufacturer support is the recommended option.
According to Cisco, you don't have the right to convey the software license on the spares you provide. Is that correct?	No. Curvature believes that we have the right to transfer ownership of the copy of software present on replacement equipment per the First Sale Doctrine. Thus, you will have all rights necessary to use the software present on replacement equipment at the time it is delivered by Curvature.
Why should I consider your support if my entire network is critical, and I only trust Manufacturer's Maintenance offering?	Our value is in the hardware replacement of your devices. Our spare parts are quality tested and have a lower failure rate than the manufacturer. Our logistics has faster delivery time with data to prove it. You can leverage the scale of your own inventory (spares), manufacturer warranties, and Curvature's global logistics and service delivery to realize significant savings without compromising service level.



Supported Networking Platforms

Cisco Routing: Pre-ISR (1700, 2600, 3600, 3700), ISR-G1 (800, 2800, 3800), ISR-G2 (1900, 2900, 3900), ISR-G3 (4200, 4300, 4400), 7200VXR, 7300, 7600, 12000/GSR, ASR900, ASR1000, ASR9000

Cisco Catalyst Switching: 1900, 2900, 2960, 2960XR, 3560, 3650, 3750, 3850, 4500-X, 45xx, 45xx-E, 65xx, 65xx-E, 68xx, 9200, 9300, 9500

Cisco Nexus Switching: N2K, N5K, N6K, N9K, Select N7K LDoS Components

Cisco Voice: Voice Gateways (VG-2xx, VG-3xx, AS5xxx), IP Telephony (CP-xxxx)

Cisco Security: ASA55xx, PIX

Cisco Wireless Controllers: CT25xx, CT55xx, WLC2xx, WLC44xx

Cisco Wireless Access Point: APxxxx, CAPxxxx, LAPxxxx, BR-xxxx, Catalyst 9100

Juniper Routing: J Series, MX Series, M/T Series, P Series

Juniper Switching: EEX2xxx, EX3xxx, EX4xxx, EX6xxx, EX8xxx, QFX3xxx, QFX5xxx

Juniper Security: SRX100, SRX200, SRX300, SRX500, SRX600, SRX1500, SRX3000

Juniper ScreenOS: ISGxxx, SSGxxx, NSxxx

HP/Aruba Switching: Campus and Data Center, Legacy/ProCurve

HP/Aruba Access Points: Current Generation, Legacy Hardware

