

Overview

24/7 support of routing, switching, security and wireless network devices including parts, labor and remote technical support.

Customer Challenges

Customer Need Pain Point	Procurement	Technical
One number to call regardless of support provider		✓
Defer CapEx and forced HW upgrades based on EoX dates	✓	✓
Scripted low-level TAC		✓
Having to prove a hardware failure before manufacturer ships a replacement		✓
Paying for software that is free, or no longer being updated	✓	
Cost savings without sacrificing quality	✓	

Business Benefits

- Upgrade hardware on your schedule, not based on the Manufacturer’s End of Support dates
- No need to prepay for 3 years to get the best possible pricing (free up cash flow)
- Dramatically reduce support cost without sacrificing service levels

Key Features

Response: 4HR | NBD

- **Includes:** Defective hardware replacement (in Forward Stocking Locations) | Remote technical support
- **Optional:** Onsite labor

Differentiation

- **ClearView tool** provides objective, verifiable data on which items are well-suited for Third Party Maintenance, and which ones you should keep on a manufacturer maintenance contracts.
- Technical assistance centers staffed with **certified support engineers**
- One-number-to-call eliminates complexity of **integrating a third party** into your support model
- **200+ Forward Stocking Locations** (that house our spare parts) and 100+ Service Centers worldwide
- **Extensive testing procedures** ensure all spare parts have lower failure rates than brand-new hardware
- TL 9000 Certified Quality Management System
- **800+ Field Engineers globally** (many of whom are Manufacturer Certified Technicians)
- Capability to expand into new geographies rapidly

FAQ

Questions	Answers
Do I need SMARTnet to get software updates?	No. Cisco's IOS updates are free for its LAN switches from 2960s up to 4500s. We have also found that 40-60% of the devices on our clients' SMARTnet contracts were no longer receiving new software updates.
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 SMARTnet. We can open cases on your behalf with Cisco.
How do you support new technology like my Catalyst 9300 platform?	Simple; we do not. We will always identify where newer platforms should remain under the manufacturer's support.
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. Most of the devices we support are in-life.
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 Third-Party Maintenance.
According to Cisco, you don't have the right to convey the software license on the spares you provide. Is that correct?	Our belief is that software is sold and does transfer with the sale of hardware under the "First Sale Doctrine" under US Copyright law.
Why should I consider your support if my entire network is critical, and I only trust Manufacturer's Maintenance offering?	With NetSure®, 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.

Supported Networking Platforms

Cisco Routing: Pre-ISR (2600, 3600, 3700), ISR-G1 (800xx, 2800xx, 3800xx), **ISR-G2 (1900xx, 2900xx, 3900xx),** **ISR-G3 (4200xx, 4300xx, 4400xx),** 7200VXRxx, 7300xx, 7600xx, 12000xx, **ASR900xx, ASR1000xx, ASR9000xx**

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

Cisco Catalyst Switching: 1900xx, 2900xx, 2960xx, 3560xx, 3650xx, 3750xx, 3850xx, 4000xx, 4500X, 45xx, 45xx-E, 65xx, 65xx-E

Cisco Nexus Switching: **2000xx, 5000xx, 5500xx**

Juniper Switching: **EX2xxx, EX3xxx, EX4xxx, EX6xxx, EX8xxx, QFX3xxx, QFX5xxx**

Cisco Voice: Voice Gateways (VG-2xx, **VG-3xx, AS5xxx**)

Cisco Security: **ASA55xx, PIXxxx**

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

Juniper ScreenOS: **ISGxxx, SSGxxx, NSxxx**

Cisco Wireless Controllers: CT25xx, **CT55xx, WLC2100, WLC4400**

Cisco Wireless Access Point: APxxxx, CAPxxxx Series

Products in teal require manufacturer support for access to software updates, license transfers or other specialized support. Contact the NetSure Product Management Team for details.