

What is Comstor SmartPLUS?

Comstor SmartPLUS provides support to your Cisco infrastructure allowing it to keep running efficiently, minimising downtime effects. Delivered by Cisco specialised engineers, your network needs will be handled **quickly, efficiently and with leading service levels**. Technology is fundamental to a business and ensuring it is working optimally at all times is business critical. Comstor SmartPLUS ensures there are experts on hand all day, every day to keep your Cisco network up and running.

Key Benefits

- **Minimise downtime effects** by using our fast response SLA.
- Keep your network running with the latest software releases to **mitigate security threats**.
- **Gain insight** on your Cisco network estate.
- **Multi-lingual support 24x7**.
- Access to **fully certified Cisco specialised engineers**.
- **Responsive support** to cover business critical systems.
- Cover **multi-vendor** networks under a single contract.
- **Product and security alerts** to help pre-empt service disruptions.
- **Web portal** available to register and follow up all your requests.



Why SmartPLUS

- SmartPLUS allows your engineers to focus on what is critical to your business, leveraging Comstor's knowledge and expertise on supporting customer networks.
- Comstor support desk will handle your calls delivering you first line of support. For network critical issues calls will be forwarded to Cisco for quick and effective solution.
- Cover multi-vendor networks under a single contract and provide a single point of contact for all your network requirements.
- Do not put your network at risk; SmartPLUS keeps track of all your upcoming SmartPLUS renewals to ensure your network is constantly protected.
- Software downloads are available to fix any bug or for updating/upgrading your devices.



How Does It Work?

- When required contact Comstor support desk.
- Comstor will handle Level 0 & Level 1 calls; redirecting any Level 2 call directly to Cisco, whilst providing you with ticket feedback.
- When contacting Comstor support desk simply provide your contract number and affected serial number.
- SmartPLUS provides you with a set of base features:
 - ✓ Access to Software downloads
 - ✓ Access to specialised engineers
 - ✓ RMA process management
 - ✓ Renewal notifications
 - ✓ Multi-vendor network contract for extended network coverage
- Analytic insight and additional add-on services*.

