

Introducing Comstor SmartPLUS

Comstor has strategically aligned with Cisco to develop SmartPLUS. This new support offer is delivered by Comstor through specialised **Cisco certified engineers** and backed up by Cisco. SmartPLUS brings you and your customers a **world class support service**; all while making you **increase your revenue, boost your margins and strengthen your customer relationships**. No matter if you are an existing Smart Net Total Care customer or brand new to Cisco Support; Comstor SmartPLUS is for you.

What are the benefits?

- **No investment required.**

Support and Value is delivered by Comstor on your behalf.



- SmartPLUS provides you with **insight into your customers Cisco estate**. We will share everything we see and learn with you.
- Gain **better margins and pricing** than standard Cisco Branded Service offerings.
- Keep **ownership of your customer relationships**, with full support from the Comstor Service desk.
- **Reduce your operating expenses.**
- **Expand your portfolio** with additional offerings.

Why Comstor?

- Comstor support desk is available in **4 main official languages**.
- Comstor engineers are **Cisco certified and highly qualified** to handle your network needs.
- Comstor has the capabilities to handle **Multi-Vendor** networks.
- Comstor will inform you whenever your customer contacts us directly.
- Comstor can deliver **additional services** (i.e. pre-sales, troubleshooting, design, change management and configuration support).
- Ticketing system with **online progress tracking** and email updates.
- Package options cater for both smaller resellers as well as large system integrators.



What Features?*

- **RMA process management.** Comstor will manage your RMA requirements with Cisco to allow you focus on what is really important to your business.
- **Access to SW downloads.** Comstor will make software downloads available when an update/upgrade is required (dependent on contract type).
- **Access to specialized engineers 24x7** and joint access to Cisco TAC available when required.
- **Contract Management.** Comstor will reconcile your install base whenever software updates/ upgrades or RMA's occur.
- **Bug search and fixes.** Comstor will make available bug fixes whenever a software issue is reported.
- **Renewal Notifications.** Comstor will inform you of your SmartPLUS contract renewal opportunities.



How does it work?

- When required you or your customer will 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.
- Comstor SmartPLUS provides you with a basic set of features; nevertheless Comstor can also provide you **analytic insight** and additional **add-on services**.
- When contacting Comstor support desk simply provide your contract number and affected Serial Number and we will do the rest on your behalf.



Contact your Comstor Account Manager for more information on SmartPLUS and how we can help you.

Who does it apply to?

- **New Support providers**

What is the cost of handling spares? What is the impact of relying on vendor warranty? SmartPLUS provides incremental revenue and enhances your opportunity margins. It reduces your operating expenses as you will leverage Comstor to deliver support to your customer while avoiding the need for you to stock spares. SmartPLUS is the best way to minimize downtime impact by leveraging our expertise and fast response SLA.



- **Cisco Branded sellers**

Switch to Comstor SmartPLUS and gain insights on your customer's network. No internal helpdesk investment is required by you, allowing you to focus your internal resources on other business critical activities.

* Please note some functionality will become available from FY17H2