

IT
Services.

NetSupport

Maintain uptime with Cisco maintenance
and support from Ricoh IT Services.



What is the value of NetSupport by Ricoh IT Services?

NetSupport is the complete maintenance and support service for organisations that use Cisco technologies, providing engineering support, hardware fix and replacement services and software upgrades.

Delivered collaboratively with Cisco, NetSupport is essential to keeping your business functions available, secure, and operating at peak performance. Networks are the lifeline that connect your people, business and customers and the effects of downtime can be significant, decreasing productivity, eroding customer confidence, and reducing revenue.

How does NetSupport help solve your problems

As your network and data centre evolve and you add new business processes, systems, and services, the consequences and costs of downtime increase dramatically.

Delays in resolving issues can bring your business operations to a standstill. As technology changes rapidly, keeping your IT staff up-to-date on the latest advances and security issues can also be a challenge.

NetSupport provides:

- **Fast support from experts**
L1 and L2 support provided by Ricoh's L3 senior network engineers, and L3 support from specialised engineers in the Cisco Technical Assistance Centre (TAC), coordinated by Ricoh IT Services.
- **Online self-help support**
Extensive self-help support through Cisco's online knowledge base, communities, resources and tools.
- **Online operating system updates**
Operating system (OS) software updates, including both minor and major releases within your licensed feature set.
- **Rapid hardware replacement**
Hardware replacement options, including two-hour, four-hour, and next-business-day replacement from Cisco, coordinated by Ricoh IT Services.
- **One point of contact**
A single point of contact for your Cisco support requirements.
- **Onsite support (optional)**
A certified field engineer will travel to your location to replace failed hardware.

Why Ricoh IT Services?

Ricoh IT Services is a trusted IT services partner to major Australian organisations. We provide the support, know-how and technology that Australian businesses need to stay at the top of their game.

Ricoh IT Services has an outstanding level of industry certification and expertise and a customer-focused culture. We have a proven track record of delivering successful outcomes that support our clients' business and objectives.

Ricoh IT Services skills and experience include

- **Cisco Silver Partner**
As a Cisco Silver partner, Ricoh IT Services has proven expertise in delivering and supporting Cisco solutions and holds **Advanced certifications in Security, Content Security, Unified Fabric, Unified Computing and Collaboration Architecture.**
- **Excellence in customer satisfaction**
In 2013, Ricoh IT Services was awarded a Customer Satisfaction Excellence Gold Star from Cisco, recognising our delivery of outstanding service to customers in Australia.
- **Experts in network management**
Since 2002, Ricoh IT Services has delivered network monitoring and management to blue chip Australian organisations, including Network Ten, Amalgamated Holdings Limited, Bankwest, Jetset Travelworld Group and ANZ Stadium.
- **Multi-vendor capabilities**
Ricoh IT Services' engineers are experts across multiple industry-leading technologies and are available to provide high-level advice and expertise for support extending beyond your Cisco environment.



Fast support from experts	Hardware Replacement	Online Self-help	Ongoing Operating system updates	Access to Multi-vendor support
24x7 access to technical support through Ricoh's Network Operations Centre	Advance replacement: - 24x7x2 hour - 24x7x4 hour - 8x5x4 hour - 8x5xNBD Return for repair Onsite installation (optional)	Access to online self-help knowledge base, tools and resources through Cisco.com	Access to ongoing updates within a feature set	Multi-vendor expertise for help beyond your Cisco environment

24x7x2	24x7x2 Advance	8x5x4	8x5x4xNBD
Advance replacement parts are delivered within 2 hours of determining that part replacement is required during a standard work week (24 hours per day, 7 days per week).	Advance replacement parts are delivered within 4 hours of determining that part replacement is required during a standard work week (24 hours per day, 7 days per week).	Advance replacement parts are delivered within 4 hours of determining that part replacement is required during a standard work week (8 hours per day, 5 days per week).	Advance replacement parts are delivered the next business day between 9am and 5pm (provided the request is received before 3pm local depot time).

Advanced Replacement Services*

- Advanced hardware replacement of failed equipment
- Equipment provided will be in new or like-new condition
- Response time will be based on the selected service level

Onsite Support Services (optional)

- A trained field engineer will attend site to install the replacement part
- Response time will be based on the selected service level

Return for Repair Services*

- Repair or exchange of failed hardware
- 30 day target turn-around from date of receipt
- Additional charges may apply if hardware repair is not practical

*Hardware Replacement and Onsite Services are subject to geographic and weight restrictions depending upon Customer's location. Customers may check availability by accessing Cisco's Service Availability Matrix at: <http://tools.cisco.com/apido/sam/search/do>



Severity	Response time business hours	Response time after hours
1	< 1 Hour	< 1 Hour
2	< 1 Hour	< 1 Hour
3	< 1 Hour	Next Business Day
4	< 1 Hour	Next Business Day

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We're the IT
in everything.