

CISCO SMARTNET TOTAL CARE SERVICE



Creative ITC

We're passionate about reducing support complexity on a customer's network no matter the size!

Removing the shackles from our customer's IT operations staff by sanity checking all device support is active and assigned to the appropriate IT staff is incredibly important. At Creative we're experienced in the management of both local and global Cisco Services contracts for both SMB and large enterprise customers. Our services include:



Dedicated Services Manager

Single point of contact for all
Service related matters



End-User Entitlement Setup

Using the Cisco SAMT tool Creative can
assign customer's cisco.com profiles to
enable contract/ Cisco TAC access



Contract Expiry Alerts

Creative use a Web-Based
Alert Portal to track Service
Contract renewal



Network Discovery/ Product Audit

Non-intrusive Network Scan (using
Cisco approved Software)
Full Audit Documentation



Pro-Active Contract/ Device Management

Post Sales Contract/ Product Serial # Validation
Install Address Validation/ Change Request
Service Level Validation
Contract Consolidation/ Moves

CREATIVE-ITC.COM

Global offices in **Americas, Asia, Australasia, Europe, Middle East.**

✉ enquiries@creative-itc.com


cisco

Silver
Partner