

# 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](http://CREATIVE-ITC.COM)

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