

Bytes **CISCO SUPPORT AND CONSULTANCY**

As our reliance on technology rises, so does the cost of network downtime. It can be a source of lost revenue, pressure and wasted time.

Bytes have partnered with a leading Cisco Services Partner, **Comms-care**, to offer a wide range of support packages through Cisco's Partner Support Services Program. **The service includes 24x7 Cisco Technical Assistance Centre (TAC) support, call escalation, bug fixes and onsite support services across all Cisco networking products.**



Bytes Shared Support – Key Benefits

- All calls logged with UK based call centre
- Guaranteed Fix SLA's available
- Collapse multiple contracts into a single co-termed agreement
- Enhanced TAC experience and escalation path
- Service Access Management Tool (SAMT) access provided
- Regular review meetings
- End of Service Life (EOSL) kit supported on a break-fix basis
- Option to add Managed Services
- Invoiced through Bytes



Complementary Services Available

Bespoke consultancy and shrink wrap services are available, delivered by Cisco accredited engineers, up to Cisco Certified Internetwork Expert (CCIE) level. Services include, but are not limited to:

- Network Installations
- Wide-area network (WAN) Optimisation
- Data Center Refresh
- Project Delivery
- Health Checks
- Firewalls Consultancy