



## 1<sup>st</sup> Net Cisco Support

Networks are the circulatory and nervous system of your datacenter. While individual components may be relatively simple, the network as a whole can be a maddeningly complex support assignment with numerous pitfalls and time sinks, especially when it comes to restoring network addresses across part or the entire network.

Emcon IT's solution for networking OEMs including Cisco combines call center, NOC monitoring, analysis, triage, and multi-platform support services, with onsite hardware break-fix services to tailor solutions to meet customer needs. 1st Net is a monitoring option specifically designed as an alternative to Cisco SmartNet™.

### **Support Maintenance Coverage**

EmconIT's services are available across the US and around the globe. We offer three levels of support service depending on whether your needs are reactive or proactive.

- 1st Net is EmconIT's technology brand name for Proactive NOC Monitoring support options that include Image Restore, allowing you to restore your network configurations quickly and painlessly.

Or you can opt for a less comprehensive but also lower price point reactive support plan:

- Standard Reactive Support (CP4, EL4, ST): No monitoring or Golden Image Restore.
- CP4 (Critical Plus): 7x24x365 with 4 hr Onsite
- EL4 (Elite): 8x5 Weekday with 4 hr Onsite
- ST (Standard): 8x5 Weekday with Next Business Day Onsite

### **EmconIT's Maintenance Service and Support Program for Cisco**

- Fully redundant Network Operations Centers (NOCs) located in Atlanta, GA and Brick, NJ providing nationwide and global service coverage capabilities
- Equipped with the latest tools and technology to monitor and support your systems with the highest grade of reliability and diagnostic responsiveness
- Staffed with Cisco certified engineers and technicians
- 24x7x365 availability for service and support

## EmconIT's Support Product Families

Routers	Switches
Cisco 500, 800 7200, 7300, 7500, 7600 series	Catalyst Express 500 & 520 series
Series 1800, 2800, 3200 & 3800 integrated services routers	3560 & 3750 E-series switches, 2350, 2940, 2950, 2955, 2960, 2975, 3550, 3560 switches
Series 1700 Modular Access Routers	Series 4500, 4900 & 6500 Ethernet switches
Series 2600, 3600, and 3700 Multiservice Platforms	Series 2400, 3400 & 3400E Ethernet access switches
Catalyst 6500 Series Switches	Small Business Managed, Smart and Unmanaged switches (Linksys Business Series)
Catalyst Series 4000, 4500, 5000, 6000 & 6500 series supervisor engines	
17xx, 26xx, 3xxx series routers and much more	
Access Points	Security Devices
500 Series Wireless Express	ASA 5500 & Catalyst 6500 Firewall Device Series
1100, 1140, 1200 & 1250 Aironet series	Adaptive SDM, IP Solution mgr, PIX Device Mgr, Security Mgr, Router & Security Device Mrg, IOS Firewall
Cisco Small Business Wireless Access Points (Linksys Business Series)	Application Optimization and Security, Email Security, RndPoint Security, Identity Management Services
	Intrusion Prevention, Device Management, VPN clients & appliances and Web security devices

EmconIT's 1st-Net Solution can provide for convenient monitoring, save and restore of system images remotely, increase uptime, and view account statistics. EmconIT is a cost-effective alternative to Cisco SmartNet, and also features:

- 24 x 7 Network monitoring and support capabilities, nationwide
- OEM Certified engineers available for TAC support and onsite hardware maintenance
- Real-time troubleshooting and proactive notifications geared toward keeping critical infrastructure components running
- Flexible levels of customized services
- Single point of contact

EmconIT's 1st-Net works on a variety of Cisco routers (ex: 500, 800, 7200, 7300, 7500, 7600 series) and switches (ex: Catalyst Express 500 & 520 Series, 3560 & 3750 E-series, 2350, 2940, 2950, 2955, 2960, 2975, 3550 & 3560 switches, Series 4500, 4900 & 6500 Ethernet switches).

Beyond monitoring and Image Restore, additional benefits include:

- Dynamic alerts keeping you in the loop about events at all times
- Engineering dispatch to get your fix on the way without logistics delays
- Incident management for transparent control
- Notifications, triage and diagnosis hands-off, so you can focus on business outcomes rather than ping responses
- Reporting for a statistical look at events
- Access to digital dashboard for management and control
- Open tickets automatically with the correct error log details parsed for you
- All parts and logistics included in the price
- More efficient work assignment for system administrators
- Saves money over OEM offerings (often significant money)!

## EmconIT doesn't provide SmartNet

While our technicians and parts are Cisco certified, we're not Cisco or a Cisco partner so we don't distribute SmartNet itself. Instead, we've found that in the majority of cases, you don't really need it. And in others, it's worth supplementing its limitations with the feature set offered by Emcon IT's 1<sup>st</sup>-Net Onsite.

1st-Net vs. SmartNet OnSite		
Feature	1st-Net	SmartNet OnSite
Hardware Support	X	X
TAC Support	X	X
Monitoring/Pro-Active Alerts	X	X
IOS Software Updates	NO*	X
IOS Upgrades	NO*	X
Reporting	X	
Web Access to View Availability	X	?
Security Updates	X	?
Configuration Maintenance & Restore	X	NO

\* May not be required

- *EOSL support*  
OEM's no longer develops firmware or patches for these products which are a sweet spot for Emcon IT's offerings whether it be reactive or proactive.
- *Steady state support*  
You have installed your devices and do not have requirements for upgrade of firmware or upgrades to OS.
- *Production equipment*  
Utilize Emcon IT's savings on HW support and require Cisco to provide you with a SmartNet software-only contract.s
- *EOSL List*  
Catalyst Series 4000, 4500, 5000, 6000 & 6500 series supervisor engines.  
17XX, 26XX, 3XXX series routers and much more