

AMS SmartCare

AMS SmartCare provides a complete solution of technical support for your Cisco network (including advanced security and IP voice solutions) with a single support contract. AMS SmartCare offers expert technical support directly from AMS and ongoing operating system and application software updates from a single provider all backed by Cisco TAC and Cisco next-business day hardware replacement (with an option to upgrade to four-hour advanced replacement) in the event of a failure, and a wealth of Cisco tools and resources through registered access to Cisco.com. As a result, AMS delivers a comprehensive approach to the care and continuous improvement of your network for a single price, with a single point of contact.

AMS Smart Care Service is an innovative new service that:

- Verifies that your network is secure and operating efficiently
- Delivers dashboard visibility into network performance
- Provides information to better manage and improve your network
- Reduces the time and effort necessary to keep your network running optimally
- Allows you to foresee potential problems before they impact your business
- Offers you the combined advantages of Cisco and its partners in a single service offering

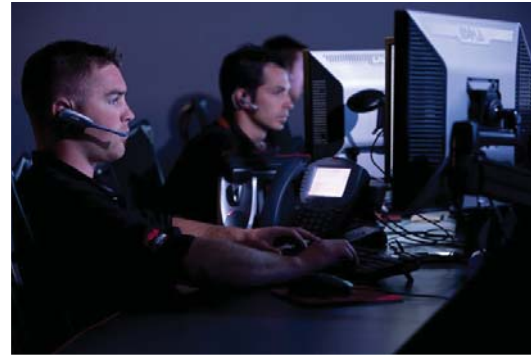
In addition, AMS SmartCare Services adds:

- 24 x 7 Service Desk Monitoring, Support, and TAC Access
- The full power and visibility of Orion Solarwinds monitoring software and portal
- IOS Patch Management for in-scope Cisco devices
- Comprehensive Network Management, ticket tracking & SLA's

AMS SmartCare delivers the added benefit of our Service Desk, providing customers with a contact and a conduit to Cisco. Another benefit is Cisco's monitoring "Network Appliance" that is installed in the client network, used to detect EOL and alert conditions for necessary software upgrades based on the inventory and configuration data it collects. The AMS SmartCare with RMM solution is a perfect match when coupled with our ER for event mitigation (if the customer wants SmartCare alone, they still enjoy the benefit of a local contact for reporting their outages, and we'll contact Cisco on their behalf and provide technical assistance. We'll also open a ticket for each reported outage and track it to closure.



Remote Infrastructure Management



Business Continuity Services

Security Services

Administrative Services

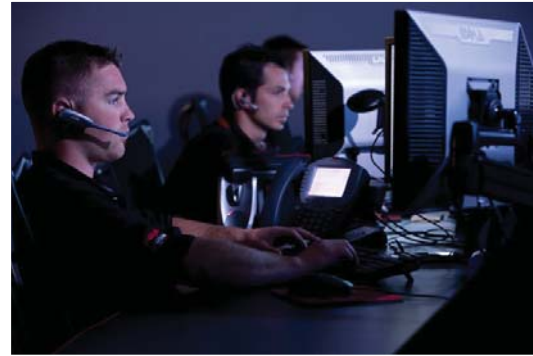
Managed Hosting

Alliant Managed Services (AMS) provides a comprehensive suite of IT solutions that maintain client operations with maximum efficiency and minimum downtime. Each of our solutions is customized to client specifications, powered by best-in-breed technologies, and is supported by our 24x7 Service Desk of certified Level 1 – Level 3 engineers. AMS delivers IT as a finished product, allowing our clients to focus on their core business with the peace of mind that their critical business support functions are installed, operated, and maintained at the highest level using state-of-the-art tools and expertise.

Alliant Managed Services
35 Airport Road
Morristown, New Jersey 07960
P - 973.267.5236
F - 973.267.5237

www.AlliantTech.com/ams

Solution Details



COMPLEMENTARY SERVICES:

Remote Monitoring & Management (RMM): Our Service Desk leverages automated SNMP data polling via encrypted VPN to our Network Operations Center, where our analysts monitor the operational health of in-scope devices 24 x 7.

Emergency Response (ER): Our Engineering Response provides access to a wide array of technical resources, responding to incidents remotely and dispatching to your site as needed.

SmartCare is a valuable substitute for SmartNet, with additional features, better support, and an operational relationship with AMS. For critical Cisco network elements, the obvious next step is to bundle SmartCare/RMM with ER (we can offer a value-bundled price for all three) for total device coverage.

PRICING

AMS can provide a specific quote for your Cisco equipment at either Premium (24 x 7 x 4 hour response) or Next Business Day Support levels upon request.

FEATURES

The following responsibility matrix features products offered by AMS Remote Infrastructure Management.

- RMM: Remote Monitoring & Management of Network Devices
- ER: Engineering Response to Network Degradation or Outage - a complimentary service to RMM
- AMS SmartCare Service includes RMM
- PSIRT: Product Security Incident Response Team - Identification of recommended Security response based on IOS & HW configuration

AMS SmartCare Product Function	Cisco SmartNet	RMM & SmartCare	RMM, ER & SmartCare
Device Monitoring and Alerts	NO	YES	YES
Incident Triage	NO	YES	YES
Device Communication/Alerts	NO	YES	YES
3rd Party Notification (i.e. Ntwk)	NO	YES	YES
Respond - Cisco Device	NO	YES	YES
Respond - Non Cisco Device	NO	NO	YES
Network Remediation	NO	NO	YES
Device Remediation	NO	NO	YES
Cisco Contract Admin	NO	YES	YES
Cisco Contract Renewal	Annual \$	Auto	Auto
Cisco Security Alerts (PSIRT)****	NO	YES	YES
Cisco Patch/EOL Monitoring	NO	YES	YES
Cisco TAC Access	YES	YES	YES
Cisco RMA/Hardware	YES	YES	YES
Cisco Onsite HW Replacement	T&M*	T&M*	T&M*
IOS Patch Distribution	YES	YES	YES
IOS Patch Mgmt. Installation	NO	YES	YES

* AMS ER onsite fees apply