

Cisco Technical Services and Service Supply Chain—getting you the parts you need, when you need them

Getting you the parts you need, when you need them, is what the Cisco Service Supply Chain is all about. And so that our customers and partners experience the same timely, high-quality repair and replacement service the world over, we use a sophisticated global inventory system to manage complex supply processes and billions of dollars in spare parts inventory.

This data sheet outlines how this system works, how to request a replacement part, and how we respond to your request. It also explains why it is important to keep us up-to-date so that we can respond to changes in your network.

The right part, in the right place, at the right time

Our inventory system automates parts stocking processes worldwide. It analyzes global requirements using a broad range of data, including product usage, historical demand, product population, and service level variations. It then assigns stock to our spare parts depots.

We believe it's one of the most innovative and efficient inventory systems in the world, and it gives us a competitive difference—one that extends to you. Because we have a real-time view of where and how Cisco products are deployed, we constantly adjust regional stock holdings so spares are available where they will be needed. So when you need access to business-critical parts, or to rapidly embrace new regions, markets, and technologies, we're there for you.

Network moves and changes? Let us know.

When you purchase Cisco equipment and order a Service Contract, we automatically update records of our installed base with details of your Cisco products and their location. This initiates spare part distribution to meet forecast demand globally.

Clearly though, if our records state that your equipment is being deployed in the United States but you have moved it to Japan, the parts you need may be stocked in one of our North American depots—instead of where you need them. This means your advance replacement part may not arrive within the time frame specified in your Service Contract.

So when you move or upgrade your Cisco equipment, don't forget to let us know. That way we can reassign stock to the right region ready to supply you.

Updating your equipment list is simple. To advise us of relocations, simply visit **Cisco.com**. For product or configuration modifications, including upgrades or changes, visit the Service Contract Center at **www.cisco.com/public/scc** or, for a large number of changes, email details to **cs-support@cisco.com**.

Serious about service

At Cisco, getting you the parts you need, when you need them is our priority and commitment. And we take this commitment seriously, with:

- 900+ spare parts fulfillment depots globally as shown
- US\$5 billion parts inventory
- 10 major distribution centers
- 14 repair centers
- Field engineers in 120 countries



Need to report a failure?

Simple. Just follow the steps outlined below.

1

Customer/partner contacts Cisco Technical Assistance Centre (TAC) to lodge a service request.

Telephone us for severity 1 or 2 requests. Submit severity 3 and 4 requests online at www.cisco.com/techsupport/servicerequest

We will need to know:

- Your Service Contract number
- Serial numbers of the main chassis and any serialized components
- Model number of the product and its hardware configuration
- Physical location of the product
- Network topology and explanation
- Output from 'show tech' command (if applicable) and all other relevant output
- Description of problem and symptoms (only one problem description per service request)
- Software versions and types of equipment
- An email address to which the service confirmation and any status updates will be sent.

For worldwide TAC contact information visit

www.cisco.com/public/support/tac/contacts.shtml



2

Cisco will open a service request and, where appropriate, issue a Return Materials Authorization (RMA).

- The **service request** has a reference number for tracking and enquiries so you can get information about the progress of your request.
- If your Cisco customer support engineer (CSE) finds you have experienced a hardware failure, he or she will issue an **RMA** authorizing you to return the failed parts. The CSE will also explain when you can expect your advanced part replacement shipment.
- Before the RMA issues, you must specify the part number, type, and serial number of each part to be replaced. Replacement hardware may be new or equivalent to new.
- We ship the replacement parts to you within the time frame stated in your service contract.



3

Need to check the status of your request?

- Once you have opened a service request, registered Cisco customers can track progress online at www.cisco.com/techsupport/rma
- Search simply by service request number, RMA number, purchase order number, task, or 'ship to' ID.

When you receive your advance replacement parts, you need to return the failed parts to Cisco.

- This must be done within 10 days of receiving replacement hardware, otherwise you will be invoiced for the replacement.
- Returns must conform exactly to the part number and quantity stated on the RMA
- Pack the parts properly using the packaging from the replacement part or other acceptable materials.
- As a registered Cisco customer you can view the status of your RMA at www.cisco.com/cgi-bin/front.x/agents/svo_tools/SVOStatusDispatcher

Cisco receives returned parts and repairs them in accordance with strict quality standards before returning them to stock for future use.

How long before I get my advance replacement part?

Your Service Contract specifies the time frame for advance replacement part delivery. You can select the service level that suits your business from the following (subject to geographic availability and weight restrictions):

Next Business Day Shipment

Advance replacement parts are shipped the same day to arrive the next business day, provided the hardware diagnosis and service order (RMA) is generated before 3pm in your local region. Otherwise the part will be shipped the next business day.

Same Day Shipment

Advance replacement parts are shipped the same day, provided the hardware diagnosis and service order (RMA) is generated before 3pm in your local region. This service level does not guarantee delivery on the next business day as support can be provided outside of the Ship-To country.

8X5X4

Advance replacement within 4 hours between 9am and 5pm depot time the same business day, provided both the call and diagnosis of the failed hardware were made before 1pm depot time. Otherwise, the replacement will be delivered the morning of the next business day.

24X7X4

Advance replacement within 4 hours, 24 hours per day, 7 days per week, including Cisco-observed holidays.

24X7X2

Advance replacement within 2 hours, 24 hours per day, 7 days per week, including Cisco-observed holidays.

Quality repairs

The parts you return are sent to one of our qualified repair centers and serviced. We choose only repair vendors that can meet our exacting standards, and audit them every six months to make sure repair quality and delivery meet our standards.

Parts are returned to stock only when they've passed stringent test and debug benchmarks. Cisco certifies the parts as functional at the same level as new.

To give us an up-to-date view of how our products are performing, repair centers automatically submit repair data to our quality metrics database.

For more information

To learn more about Cisco Technical Services, talk to your Cisco representative or visit Cisco Technical Services at <http://www.cisco.com/go/supportservices>

Award recognized service

When you deal with Cisco's Service Supply Chain, you're dealing with industry leaders. Our team has won, and continues to win, awards for best practice customer service and support, including the following:



2006 J.D. Power and Associates—Technology Service and Support Excellence¹ "An Outstanding Customer Service Experience"



2005 Field Service Award for Most Innovative Approach to Service Delivery, Worldwide Business Research

¹ J.D. Power and Associates Certified Technology and Service Support ProgramSM, developed in conjunction with the Service & Support Professionals Association (SSPA). For more information, visit www.jdpower.com or www.thespa.com.



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