



# Cisco Support Services

NETWORK AND SECURITY SOLUTIONS

## Akibia is the Cost Effective Alternative for Cisco Support

With IT agility, availability and reliability on the line, organizations demand constant network uptime, and the highest level of support of their Cisco-based network infrastructure. However, many companies feel trapped into costly Cisco support relationships. Akibia offers third-party support for Cisco products at 25-40% lower costs, providing customers with a high-value alternative to the status quo.

## Akibia Delivers 24x7 Support for Cisco Switches and Routers

Akibia delivers best-in-class support for Cisco switches and routers, providing the more than 80% of enterprise organizations running on Cisco equipment the opportunity to extend and enhance the life of their existing network infrastructure. Known for our hallmark flexibility in delivering support solutions Akibia allows customers to customize their support options based on a number of factors including individual system requirements, location, and the mission-critical nature of the systems.

Because Akibia is a Certified Cisco Partner, many companies will combine Akibia delivered Cisco maintenance services with Cisco SmartNet to create a complete support solution that fits their specific needs and reduces overall support costs.

### AKIBIA HARDWARE MAINTENANCE

Akibia provides 24x7 hardware maintenance for Cisco lower-range and mid-range systems, as well as higher-end end-of-life systems no longer supported by Cisco.

Akibia's Cisco hardware maintenance service includes global technical support, best-in-class logistics and the delivery of parts, trained and certified onsite labor support as well as hardware maintenance training. Akibia's Remote Monitoring Service can also be included in the customized Cisco Support package.

The **Service Partner** program is an even more cost-effective alternative to traditional support. Akibia provides technical support, training services and delivery of parts, but the customer relies on its own talented engineers for field services.

## Akibia is the Premier Infrastructure Support Provider

In addition to Cisco's routers and switches, Akibia also supports mission-critical data center systems from **Sun, HP, IBM, Dell, NetApp and EMC**, and network and security infrastructure solutions from Blue Coat, Check Point, Citrix, Extreme Networks and Riverbed.



Akibia's clients rely on us for technical support for the following reasons:

- **Single Point of Contact** - By consolidating support for infrastructure solutions with Akibia, companies benefit from a single point of contact ensuring superior customer service, reduced administrative burdens, stronger relationship with their support provider and additional cost savings.
- **Cost-Effective Solution** - Akibia leverages proven best-practices and customized support solutions to deliver best-in-class service at 25-40% less cost than the OEM.
- **Faster Resolution** - Akibia's solution-oriented approach is to diagnose and resolve all technical support issues as efficiently as possible for our customers - maximizing the availability of their network infrastructure. Akibia's call answer time is less than 19 seconds, and the engineers do not use voicemail or scripts. Dedicated engineers know the customer's environment and respond quickly with solutions.

## About Akibia, Inc.

Akibia, a Zensar company, provides innovative Infrastructure Management solutions that enable leading companies worldwide to optimize, secure, manage and support their mission-critical infrastructure. As an independent advisor, Akibia partners with our customers to deliver solutions that improve the availability, reliability and performance of their data center, network and security infrastructure. Using its multi-shore capabilities, Akibia combines expert consulting, integration and support services with world-class customer service to help IT organizations reduce costs, increase efficiencies and manage risk in the data center. For more information visit [www.akibia.com](http://www.akibia.com).

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