HARDWARE REPLACEMENT FOR CISCO SMARTnet

Downtime is not merely a technical glitch; it can be catastrophic for businesses.

Cisco SMARTnet offers advance hardware replacement to help you reduce the risk of business interruptions caused by device failures. Cisco offers multiple service levels with different shipment options for firewalls, wireless access points, switches and other devices.

Service level	Replacement Time	Coverage Days	Coverage Hours	Repair Method
Without SMARTnet	Return to Cisco (no SLA)	Monday - Friday	Business Hours	Return-to-Depot
8 x 5 NBD (AHR)	Next Business Day	Monday - Friday	Business Hours	Parts Only
8 x 5 x 4 (AHR)	Within 4 Business Hours	Monday - Friday	Business Hours	Parts Only
8 x 5 x 4 On-site	Within 4 Business Hours	Monday - Friday	Business Hours	On-site Technician
24 x 7 x 4 On-site	Within 4 Hours	Every Day	24/7	On-site Technician
24 x 7 x 2 On-site	Within 2 Hours	Every Day	24/7	On-site Technician

Legend
- *Return-to-Depot: You ship the product back to Cisco for repair or replacement.*
- *Parts Only: Cisco ships a replacement part to you; you install it.*
- *On-site Technician: Cisco dispatches a technician with the part to perform the repair.*
- *SLA: Service level agreement*
- *AHR: Advance hardware replacement*

Choosing The Right Coverage

Not every device needs top-tier support. Anything your organization truly depends on should be covered accordingly.

A firewall usually deserves higher coverage, and some switches are essential for keeping the organization running. Others just keep the printer online.

Be sure to match the support level to the role the device plays.

Contact Hungerford Technologies

If you have any questions regarding Cisco SMARTnet hardware replacement, start a chat using the HT Support App, email us at support@hungerford.tech or call (616) 949-4020.

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