



Simplify your maintenance contract management. ABS understands how vital it is to maintain the proper levels of Smartnet and other support services on your mission-critical network devices. With an expert understanding of the complexities of Smartnet, our team will help with quoting, contract renewals, contract management, and associating contracts with your Cisco ID (CCO).

AN ORGANIZED AND WELL-MANAGED MAINTENANCE CONTRACT IS A POSSIBILITY; LET US HELP YOU MAKE IT A REALITY.

 MINIMIZED DOWNTIME	 ACCESS TO DEDICATED CONTRACT RESOURCES	 CONTRACT CONSOLIDATION
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CONTRACT CONSOLIDATION: We ensure there is only one contract number per service level and that gear is associated to correct install site ID.

STANDARDIZATION OF COVERAGE LEVELS: We will verify that like products are covered under the same coverage level and that mission critical devices are identified and moved to a premium service level if necessary.

CONTRACT USER ID ASSOCIATION: Our team will ensure all appropriate Cisco User ID's (CCO's) are fully associated to client contracts.

PROACTIVE RENEWALS: We begin the renewal process 60-90 days prior to contract expiration to ensure there is no lapse in coverage.

TAC SUPPORT: ABS is able to open TAC cases on your behalf and assist with escalations. Let us help you save time!

CO-TERMINATION: Maintaining a master co-termination date allows for a smoother renewals process and cleaner contracts.

LICENSING AUDITS: Our Maintenance Team works hand-in-hand with our engineers to ensure licensing maintenance matches actual licensing usage. This helps to prevent issues when upgrading and ensure licensing is Cisco-compliant.

LIFECYCLE MANAGEMENT: Proactive end of support notifications allow you to plan ahead and replace gear prior to the end of support date.

We can assist with many other partners beyond the following:



MAINTENANCE CONTRACT MANAGEMENT