Support**Plus**

24/7 US Government Cleared Support Engineers

When something goes wrong with your agency's infrastructure, you can't afford to rely on just any resource to support your network. You expect and deserve reliable professional service to resolve your mission critical issues in a timely manner.

SupportPlus is a Cisco-authorized Sirius Federal service offering 24/7 support for customers who want all the features of Cisco SMARTnet, along with a wide range of additional, no-cost benefits. The SupportPlus program is structured and staffed by certified engineers trained by Cisco to resolve any issues regarding their manufactured products. Our team values your success, therefore, you can expect personalized, comprehensive and consistent support throughout the life cycle of your engagement.

Focused Expertise, Secure Results

For more than 20 years, Sirius Federal has partnered with Cisco to transform how federal agencies protect, serve and educate their constituencies. As a Cisco Master Security partner, we provide a secure support offering that will allow you to maximize your technology investments and IT budget, without sacrificing quality, productivity or security.

Technical Support Made Simple

When it comes to technical services, simplicity is paramount. SupportPlus reduces the complexity associated with locating secured support staff for major network issues. You no longer have to manage multiple vendor support inquiries or incur additional costs to receive 24/7 access, accelerated response times and certified personnel with security clearances

Added Benefits

With SupportPlus, you get all the benefits of Cisco SMARTnet, as well as a wide range of extra features:

» Support staff comprised entirely of U.S. citizens with secret-level security clearance or above

» Asset tracking for Cisco and non-Cisco hardware

» License management

» Customer-specific knowledge base

» Automated asset management

» Real-time diagnostics

» Customized services (optional)

Please see reverse »

The SupportPlus Advantage

In addition to simplifying the quoting, ordering, and renewal process, SupportPlus for Cisco helps reduce downtime by providing timely resolutions to your agency's most critical infrastructure challenges.

When evaluating required support and complete coverage for your Cisco investments consider the following advantages of SupportPlus:

24/7 Access

SupportPlus engineers provide remote support, 24 hours a day, 7 days a week in our cleared U.S. based facility. Our staff will connect you with the appropriate client engineer to streamline issue diagnosis and provide a timely resolution.

IOS Updates

Our service includes software application maintenance, minor and major release updates and upgrades to ensure your system is operational and always up to date.

Hardware Replacement

Accelerated replacement of defective or damaged devices with direct access to Cisco's service order RMA tool (SORT) and asset management tools.

Online Service

Online troubleshooting tools are made available to accelerate problem resolution. These online resources include:

- » Software updates and maintenance
- » Software upgrades
- » My Cisco Workspace
- » Software research
- » Bug search tool
- » Support community

Advanced Tech Support Services

- » Firm Fixed Pricing
- » Multi-year Contract Options
- » Quarterly Billing
- » On-Site Support
- » CCNA - CCIE Engineers
- » Quarterly Site Visits
- » Monthly or Quarterly Reports

24/7 ACCESS

IOS UPDATES

HARDWARE REPLACEMENT

ONLINE SERVICE

Learn More at SiriusFederal.com

CONTACT US TODAY to schedule a demo and talk to our experts by emailing sales@siriusfederal.com.

About Sirius Federal

We provide transformational technology solutions and services that help our clients achieve mission success. Through our highest level of partnerships with the world's leading technology companies, we securely design, deploy, support and maintain the needs of our nation's most critical infrastructure — the U.S. Federal Government.