Greenwill Solution
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NETSURE Network Maintenance

Power by Curvature

> Greenwill Solution is a Telecommunication Engineering professional having an expertise on Operation and Maintenance service. Our partner “Curvature” who is a leader in IT HW 3rd party maintenance company from US.

OVERVIEW

24x7 support of router, switch and wireless networking devices including parts, labor and remote/onsite technical support.

Customer Challenges

Whether you are in procurement or a technical role, below are some common pain points we solve.

Customer Need | Pain Point	Procurement	Technical
Single contact for all devices failure, single-point-of-contact.		✓
Gain ROI even after End of support date and delay HW upgrade	✓	✓
Require lower level In-house technical support		✓
Remove complex process proving HW failure with Cisco		✓
Paying for a free software, or getting rid of the unnecessary SW update.	✓	✓
Cost saving without sacrificing quality	✓	

Business Benefits

- Upgrade hardware on your schedule, not based on Cisco’s end-of-support date.
- No need to pay for 3 years to get the best possible pricing(free up cash flow)
- Dramatically reduce support cost without sacrificing service level.

Key Features

Response: 4H | NBD

- Includes: Defective hardware replacement (in local stock) | Remote technical support
- Optional: Onsite service

Differentiation

- **Greenwill FreshService Tool** provides customer a freedom to log a technical case, getting a current status of the case, and raise other service request e.g. memory upgrade request.
- Technical assistance centers staffed with **certified support engineers.**
- A single helpdesk line that i**ntegrate all 3rd party support** service.
- I**n country stocking location** that will corresponding to your required service level and budget plan.
- **Extensive testing procedures** ensure all spare parts have lower failure rates than brand-new hardware.

FAQ

Questions	Answers
Do I need SMARTnet to get software updates?	No. Cisco's IOS updates are free for its LAN switches from 2960s up to 4500s. We have also found that 40-60% of the devices on our clients' SMARTnet contracts were no longer receiving new software updates.
What if I want to work with one support provider only?	Greenwill Solution makes the process seamless with our single-point-of-contact service. You can call us whether the device is covered by Greenwill Solution or SMARTnet. We can open cases on our behalf with cisco.
How do you support new technology like my Nexus 9300 platform?	Simple; we do not. We will always recommend new platforms stay on SMARTnet.
We have to be PCI compliant. Does that mean I need SMARTnet?	PCI standards require you to patch any known vulnerabilities. Cisco makes patches available for free through its PSIRT notices.
Are End-of-Life assets that main devices you support.	No. That is only a fraction of what we support. For example, we support LAN switches from day 1. Most of the devices we support are in-life.

Is the best strategy for you to support my edge devices and Cisco to support my core?	No, not necessarily. For example, 6500-E switches no longer get software updates and are perfect for independent support.
According to Cisco, you don't have the right to convey the software license on the spares you provide. Is that correct?	Our belief is that software is sold and does transfer with the sales of hardware under the "First Sales Doctrine" under US Copyright law.
Why should I consider your support if my entire network is critical, and I only trust Cisco's SMARTnet?	With NetSure, our values is in the hardware replacement of your devices. Our spare part are quality tested and have a lower failure rate than the manufacturer. Our logistics has faster delivery time with date to prove it.

Supported Networking Platforms

Routing: Pre-ISR (2600, 3600, 3700), ISR-G1 (800xx, 2800xx, 3800xx), ISR-G2(1900xx, 2900xx, 3900xx), ISR -G3 (4200xx, 4300xx, 4400xx), 7200VXRxx, 7300xx, 7600xx, 12000xx, ASR900xx, ASR1000xx, ASR9000xx

Switching: All Switches (1900xx, 2900xx, 2960xx, 3560xx, 3650xx, 3750xx, 3850xx, 4000xx, 4500xx, 6500xx), Nexus 2000xx, 5000xx, 5500xx

Voice: Voice Gateways (VG-2xx, AS5xxx)

Security: ASA55xx

Storage: MDS9100, MDS9200, MDS9300, MDS9500

Wireless: Controllers (CT55xx, WLC2100, WLC4400)

Wireless Access Point: (APxxxx, CAPxxxx Series)

Products highlighted in green require SMARTnet for access to software updates, license transfers, or other specialized support, contact Greenwill Solution for details.