



CISCO SMARTNET

RS-19-052

June 18, 2019



TECHNOLOGY INFRASTRUCTURE



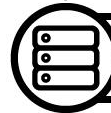
INTERNET & COMMUNICATIONS

- Ⓢ Remit - Plus
 - Ⓢ Spectrum:
 - Century link
 - Internet/Phone
 - Ⓢ Credit Cards
 - Ⓢ Cisco Call Manager
 - Ⓢ Click2Gov - Online



SWITCHES & ROUTERS

- Ⓢ Cisco Routers (Smartnet)
 - Ⓢ Cisco Switches
 - Ⓢ Video Surveillance



SERVERS & STORAGE

- Ⓢ Dell Servers
 - Ⓢ Dell EqualLogic:
 - Storage
 - VMWare
 - Ⓢ Barracuda
 - Email Archiver



SOFTWARE & APPLICATIONS

- Ⓢ Superion - ERP
 - Ⓢ Exchange 365
 - Ⓢ MS Office 365
 - Ⓢ Window 10
 - Ⓢ Software Licenses
 - Ⓢ GIS - ESRI

Background

3

- ❑ SmartNet is a maintenance Contract for Cisco Network Equipment – Network Switches and Routers
- ❑ Hardware support and replacement
- ❑ Tiered support from Cisco engineers
- ❑ Software upgrades and upgrade tools
- ❑ Security alerts, proactive diagnostics, real time alerts and patch management

Alternatives

4

- ❑ Allow SmartNet warranty to lapse
 - ▣ Doing so we will run a greater risk of having no equipment replacement or support services
- ❑ Contract with NetSync Network Solutions or with one of the other two submissions (cost is included in FY19 budget)

Recommendation

5

- Staff recommends authorizing the City Manager to execute the SmartNet agreement with NetSync Network Solutions for \$75,179