



# Cisco Catalyst Switches

## Review From A Customer



From IT Central Station, the leading review site for enterprise technology solutions.

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## Review by a Real User

Verified by IT Central Station



Senior Presales Engineer at a tech services company with 1,001-5,000 employees

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### WHAT IS OUR PRIMARY USE CASE?

We usually use it for connecting campus switches and to provide access switching to the customer, through which they connect their end-user or end devices like WiFi, CCTV, or IP phone.

### HOW HAS IT HELPED MY ORGANIZATION?

The features I mentioned definitely enhance the customer experience.

### WHAT IS MOST VALUABLE?

The most valuable features are the Stacking and the capacity of the switches because they have more throughput. Layer 2 is also part of its rich feature set.

### WHAT NEEDS IMPROVEMENT?

For the access switch for distribution, I would like to see them support 100GB, 40GB.

### FOR HOW LONG HAVE I USED THE SOLUTION?

More than five years.

### WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?

It is very, very stable. We have not faced any problems with our clients. There have been no complaints. These switches run for many years. They have not complained about the stability of the network because of the failure of a switch. It works fine.

### WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?

As I mentioned, one of the great features is Stacking. One of our customers bought two switches. After about three to four months they bought another one. They only stack the switches. They do not need to add more switches at the core or distribution, connected at the base. They can stack up to eight switches, and they will work fine with no issues.



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### **HOW IS CUSTOMER SERVICE AND TECHNICAL SUPPORT?**

Honestly, we have not really faced any problems with the Catalyst switches because the configuration is intuitive. Also, our engineers are expert in this area. Very rarely they may have to open a case with Cisco TAC. For me, in presales, I can reach the system engineers easily. They support me a lot. Also the documentation is important. There are a lot of forums, discussions. If you have any problem they guide you and they solve the problem easily.

### **WHICH SOLUTIONS DID WE USE PREVIOUSLY?**

If you compare Cisco with another vendor, they are far and away better, in terms of performance and the rich features. For me, in presales, the most important criteria when selecting a vendor are that I'm able to easily access the Cisco website and, if I need any kind of support, I immediately get it from the Cisco team, whether virtually or physically, here in Saudi Arabia.

### **HOW WAS THE INITIAL SETUP?**

I'm not directly involved in the setup but from what I understand it is straightforward.

### **WHICH OTHER SOLUTIONS DID I EVALUATE?**

HPE comes into the picture because they have a wireless product. It's a good product. We definitely propose their switches.

### **WHAT OTHER ADVICE DO I HAVE?**

If you need any support you can find it easily on their website, including documentation. You can reach out to Cisco's virtual team. Cisco gives any type of support needed to their partners. I give Cisco Catalyst a 10 out of 10. It's scalable, resilient, and has rich features in terms of Layer 2, Layer 3, QoS. They have real vision.

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