Cisco Services Update

Ensuring your operational and productivity excelence

Services. Smarter Together.

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Agenda

Zašto Cisco Servisi
SmartNet Total Care
Cisco services partner program
TS Advantage
Tools
Promotions

On-Going Customer Network Operational Challenges

Are my Cisco products covered with the right contracts?

Entitlement issues take too long to resolve

With so many alerts - it's hard to find the ones that apply to me

So many products and contracts – it's hard to manage them all

Life cycle planning data is too hard to find and use

What are Technical Services?

Technical Services help customers lower support costs and improve efficiencies and network availability through automated inventory management and award-winning support.

.

Cisco Branded Technical Services

SmartNet Total Care

Streamlines the management of network devices and data, resolves problems more quickly, and reduces expenses.

Learn More

Network Optimization Service (NOS)

Optimizes the network infrastructure and prepares for changes due to implementation of new IT initiatives.

Learn More

Remote Management Services (RMS)

Simplifies operations and the management of the Cisco network, systems, and applications while retaining visibility and control.

Learn More

BENEFITS

Combined with scalable Coverage, Deep Experience

Cisco Services

- Covering 128 countries
- 1100+ depots
- $5B+ in spare parts inventory
- 840,000 parts delivered annually
- 250,000 service requests quarterly
- Engineers average 5+ years of industry experience

Managing Over 100,000+ Network Devices in More Than 75 Countries

3500+ Video Endpoints, 800,000+ IP Phones, and 3200+ UC Servers Managed

28+ Years of Innovation Leadership Supporting Complex Networks

HOME

Partner vs Cisco Brand

Cisco Brand (eg SMARTnet total care)
- Support Contract owned by the End Customer. Customer is entitled in our support systems
- Customer can call TAC directly for support
- Can escalate Level 1 / Level 2 / Level 3 cases

PARTNER BRAND:
- Support Contract owned by the Partner
- Partner responsible for the support , access to contract can be granted vs. PICA (Partner Initiated Customer Access)
- Partner can escalate L3 cases only to TAC
- Cisco Back up support available (if partner cannot fix it)
  Partner has access to Cisco spare depot infrastructure.
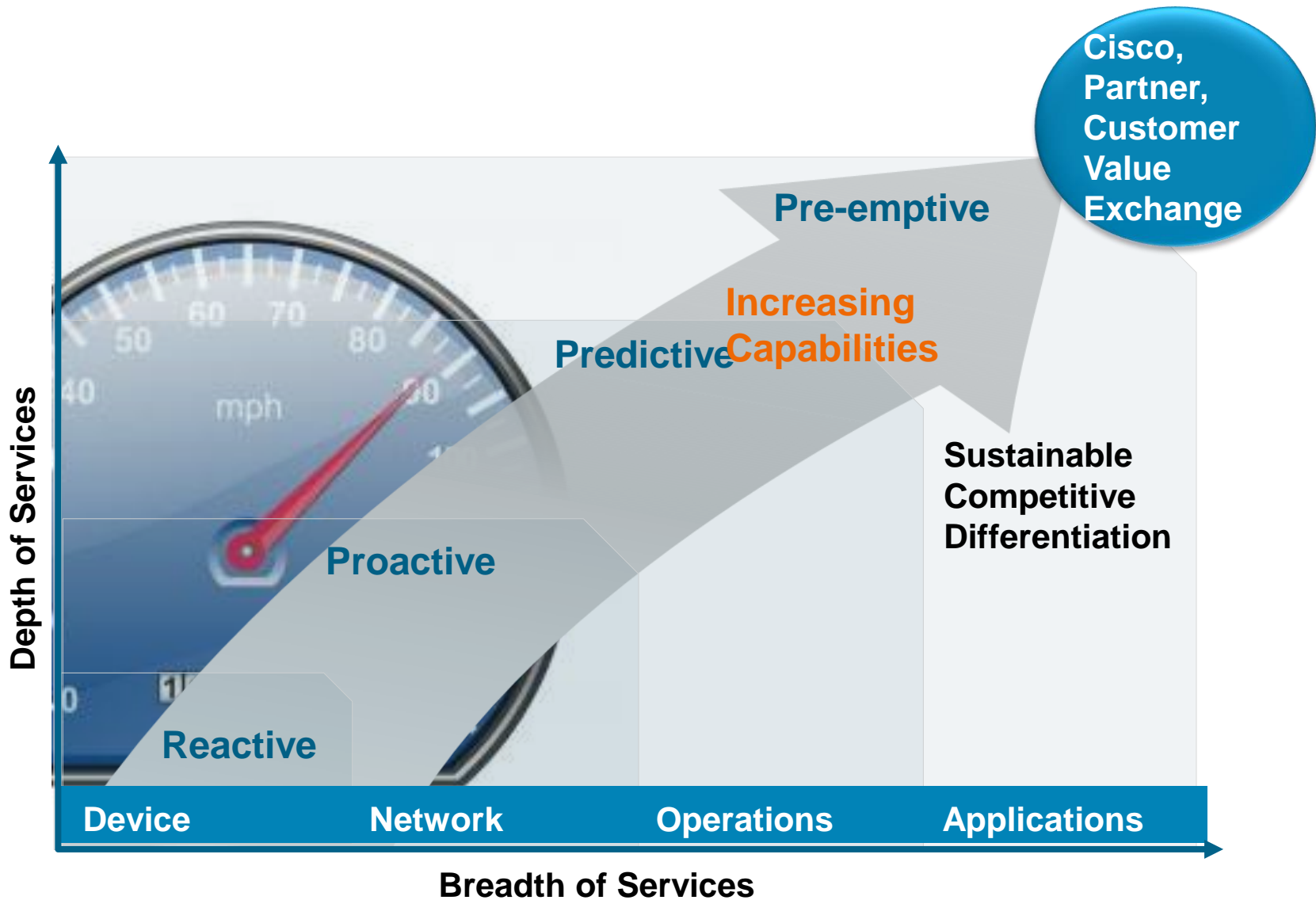 Partner rebates impacted by number of TAC cases and RMA cases escalated to Cisco.

Smart Services for Enterprises

Complementary Services CMS, NOS with smart analytics and TSA are complementary offerings that can be independently added on SNTC/SMARTnet

Capabilities (✓ = Smart Capability)	Cisco Services that you can sell

Value-Add Optimize
- Ready
- Better
- ✓ Smarter

Optimization Services

Selective Out-tasking
- ✓ Operations management

Cisco Management Services

Assisted Capabilities
- High-touch Support

Technical Service Advantage

Installed Base & Contract Management
- ✓ Inventory Collection
- ✓ Installed Base Data Correlation & Reporting
- ✓ Contract Management
- ✓ Alerts & Notifications

Smart Net Total Care

Device Diagnostics
- ✓ Device diagnostics

Traditional Reactive Services
- TAC
- HW Replacement
- Software Updates
- Cisco.com, Communities, Knowledge Base

SMARTnet

Solution Support / Mission Critical

Smart Services Strategy

Cisco, Partner, Customer Value Exchange

Pre-emptive

Increasing Capabilities

Predictive

Proactive

Reactive

Sustainable Competitive Differentiation

Depth of Services

Device   Network   Operations   Applications

Breadth of Services

The Smart Services Advantage

Cisco expertise and intellectual capital is unmatched in the industry

- **25 years** **of experience**

- **50 million+** **installed devices**

- **6 million+** **customer interactions annually**

Smart Net Total Care

Cisco Smart Net Total Care Service is a network-wide support offer that simplifies and transforms your service experience through smart service capabilities. This service offer combines Cisco's global networking expertise with secure visibility into network performance. It delivers actionable intelligence and proactive support to mitigate risk, create operational efficiencies, lower costs and increase customer satisfaction.

Cisco Smart Net Total Care Service

–Increase operational efficiency and improve risk management through smart services capabilities, added on top foundation capabilites

Standardized Service Level Agreement

Inventory Collection, Reporting and Analysis (CSPP)

Smart Call Home

| Technical Assistance from TAC | Online Technical Resources | Advance Hardware Replacement | OS Software Updates |
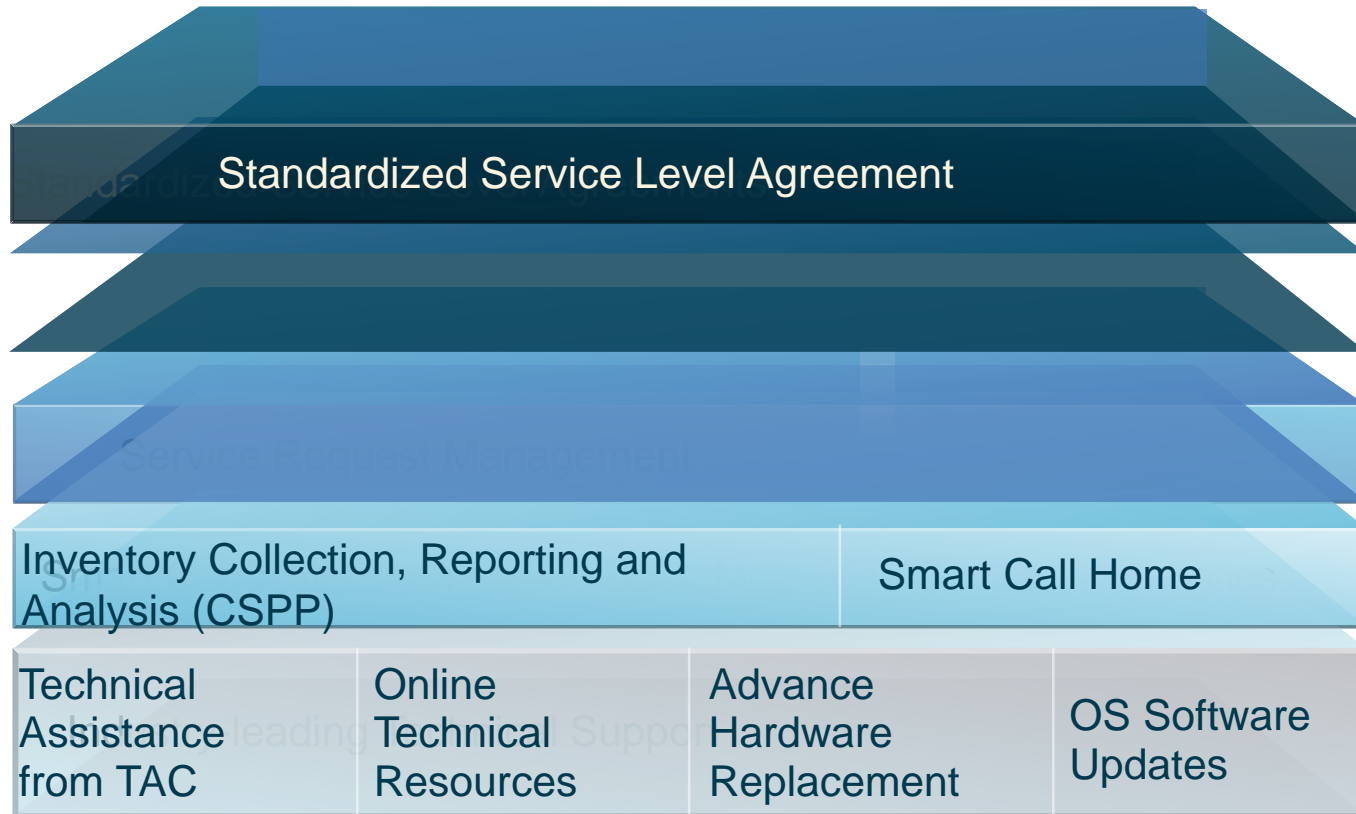
Smart Net Total Care Customer Value

Smart Net Total Care identifies the customers Cisco inventory and securely communicates this to Cisco's data center, where it is analyzed against Cisco manufacturing, security, shipping, and contract data. Resulting in a comprehensive view of their installed base, service contracts, and product alerts.

- "I want to identify my serial numbers and map to contracts."

- "Doing this manually is costing me time and money."

- "I want my records to be accurate and up to date."

- "I want to simplify my service renewal process."

- Accurate view of IB and Contracts
- Actionable Reports
- Contract Consolidation
- Entitlement Confidence
- Contract Renewal Ease
- Timely RMA Assurance
- Device Life Cycle Data
- Device Specific Alert Notification

Smart Net Total Care: End-to-End Security

Customer Network

Cisco Collector

Secure Transport

Cisco Data Center

Cisco Smart Net Total Care Portal
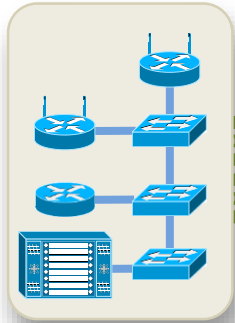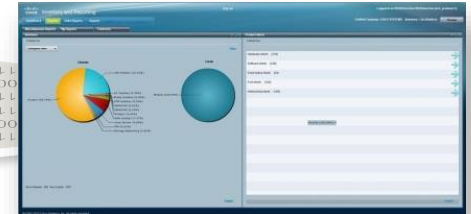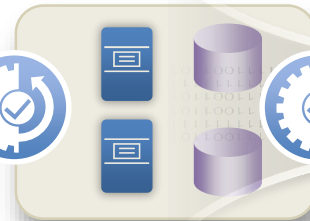
SECURE

Collector on Customer Network:
- Hardened
- No root access
- Password policy enforcement

Cisco Data Center:
- Only accepts connections from registered systems
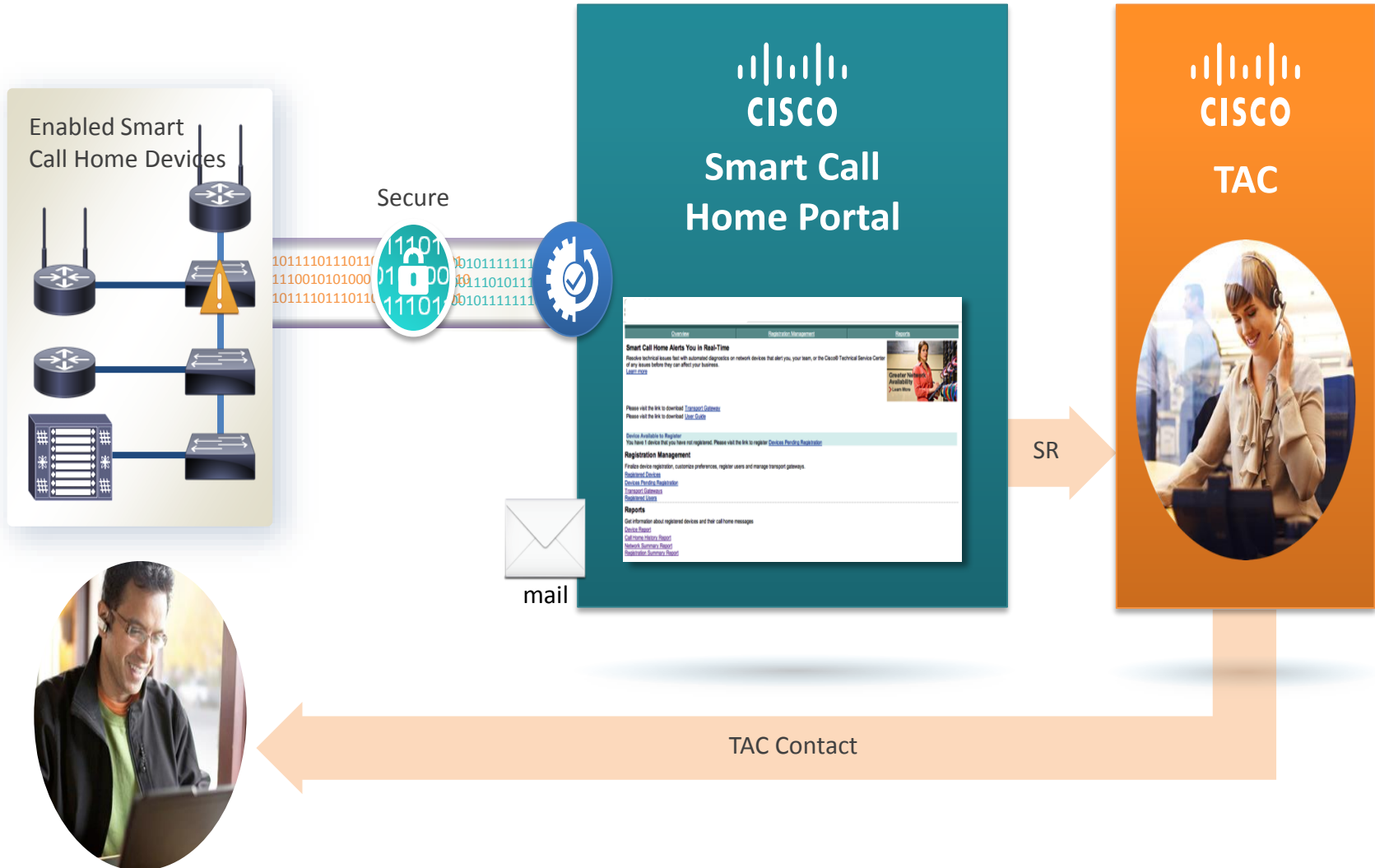- Secure Cisco IT lock-and-key facility

Transport to Cisco Data Center:
- AES 128-bit data encryption, and HTTPS or SSL connection
- Sensitive credentials removed before transport

Smart Net Total Care Portal:
- Cisco.com credentials
- User can see only their data

Smart Net Total Care Device Diagnostics – How it works

Cisco Technical Assistance Center

Service Request Prioritization – Severity Levels

Request Prioritization

- Severity 1
- Severity 2
- Severity 3
- Severity 4

High

Impact to Network

Low

Severity 1

Severity 2

Severity 3

Severity 4

Impact to Business

High
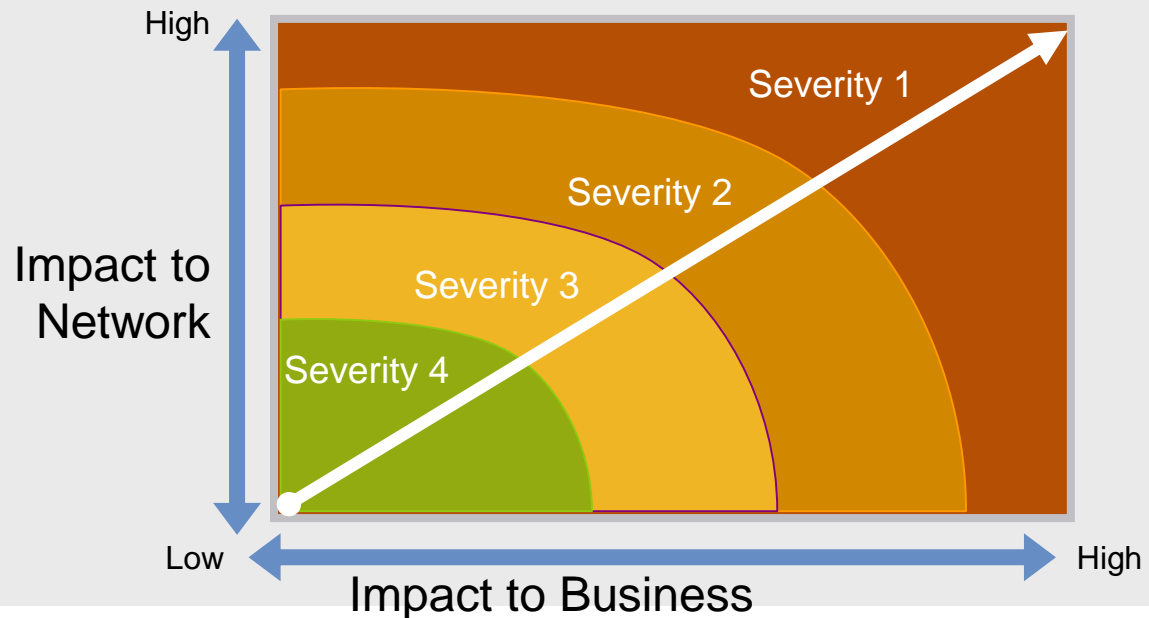
Severity 1   **Production network down**
Critical impact to business operations
24-hour Cisco and customer commitment
No workaround available

Severity 2   **Network severely degraded**
Significant impact to business operations
Cisco and customer committed during business hours
No workaround available

Severity 3   **Network functionality degraded**
Business operations noticeably impaired
Cisco and customer in frequent contact

Severity 4   **General assistance**
Installation, upgrade, or configuration assistance
General product information

Service & Warranty

- **Service vs. Warranty**
  - Warranty is applicable for defective hardware only (eg DoA, manufacturing defects etc)
  - Warranty types (http://www.cisco.com/c/en/us/products/warranty_qa_guest.html#t1q9)
    - 90 days for hardware and software from the date of shipment
    - 1/2/3 year limited warranty (http://www.cisco-servicefinder.com/warrantyfinder.aspx)
    - Limited Lifetime warranty – 5 years for EOL products
    - Support – No TAC Support , No replacement from local depot
    - RMA – 10 days Advanced Replacement (freight /duties may apply)

- **Service Contract**
  - TAC Support , Advanced Replacement , Cisco.com, software support
  - replacement from local depot
  - renewable

More Than Warranty

	Cisco TAC Support	Renewable	Expedited Hardware Replacement	Cisco OS Updates	Registered Access to Cisco.com	Smart Call Home Diagnostics and Alerts
Cisco SMARTnet Service	✔	✔	✔	✔	✔	✔
Cisco Standard Warranty	✘	✘	✘	✘	✘	✘

	Warranty	Cisco SMARTnet Service	Cisco Smart Foundation Service	Cisco Smart Care Service[1]	Cisco SMARTnet Service for SBCS	Cisco Unified Communications Operate Services	Cisco Software Application Support Services
Equipment Covered	All	All[6]	Select Cisco SMB-class products are supported	Cisco commercial-class foundation, security, and voice products are supported	Offered for the Cisco Unified Communications 500 platform and supports up to 48 users	Unified Communications products	None
Duration	Standard Hardware: 90 days (specific products 1 year / limited lifetime)[2] Standard Software: 90 days[2]	Renewable contracts	Renewable contracts	Renewable contracts[3]	Renewable contracts	Renewable contracts	Renewable contracts
Cisco Technical Assistance Center (TAC) Support	No	Yes	During normal business hours (8am – 5pm) Response within 1 business day from SMB TAC	Yes	Yes	Yes	Yes
Cisco Operating System Updates	No[4]	Yes	No, bug fixes or patches only	Yes	Yes	Yes	No
Software Application Updates	No	No	No	Yes	Yes	Yes	Yes
Software Application Upgrades	No	No	No	No	Yes	No[5]	SASU includes upgrades
Registered Access to Cisco.com Online Tools / Resources	No	Yes	SMB Support Assistant Portal	Yes	Yes	Yes	Yes
Hardware Replacement	Advance Replacement (10 days)[2]	Advance Replacement: · 24x7x2 hour · 24x7x4 hour · 8x5x4 hour · 8x5xNBD Other: · RFR[7]	Next business day as available, otherwise same day ship	Next business day as available, otherwise same day ship	Next business day as available, otherwise same day ship	Next business day: 8x5x4, 24x7x4 delivery options as available Onsite options: 8x5x4, 24x7x4	No
Smart Services Diagnostics and Alerts	No	Yes on select devices	No	No	No	No	No

Footnotes:

1. Cisco Smart Care Service is being launched through a phased rollout in Emerging Markets. Check with your Cisco Channels service account manager for availability in your region.

2. Optical networking products offer 5 year limited hardware warranty with 15 days return to factory replacement and 1 year limited software warranty, this warranty only applies to Optical products.

3. Smart Care Service includes an automated contract renewal process.

4. Warranty ensures only that software media are defect-free and the software substantially conforms to its published specifications.

5. Software application upgrades may be purchased through product sales.

6. Some equipment exclusions might apply; consult service sales representatives for more details.

7. Return for Repair on select video products only.

Sparing vs. Services: Find the Return on Investment

Cisco offers a diverse portfolio of technical services to provide options that best address your critical business needs. Your network is central to operational efficiency, employee productivity and customer satisfaction. Protecting this IT investment is essential to the continuity of your business.

A service contract provides end-to-end support to improve performance, capacity, availability, reliability, and security of covered devices, extending the life of your solution.

Cisco operates a global network that serves customers in 120 countries. Our trained and certified partners are a critical part of the team. Cisco stands behind its products, services, and partners.

With a Cisco technical services contract, customers can receive replacement parts 24 hours a day, 7 days a week, in as little as 2 hours on all covered devices. Some businesses still choose to keep an inventory of spare parts for immediate replacement parts.

Return on Investment

Cost of Network Downtime

Cost of Service Contract
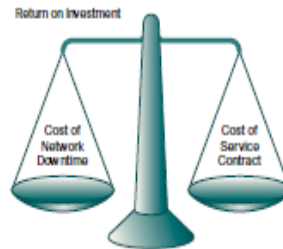
However, maintaining a sparing strategy requires an investment far beyond a closet full of parts. Often, these

Sparing costs include:
- Storing and securing equipment
- Upgrading firmware and software
- Distribution
- Training staff

costs exceed the cost of Cisco Services. To effectively use sparing, a business must also have properly trained technical staff capable of maintaining a network.

When deciding how to service your network, you need to find the return on investment. How much will it cost per minute or per hour if your network goes down?

- Without a technical services contract, your business will not have 24-hour access to Cisco technical experts, software downloads, upgrades, and updates. You might experience delays in getting replacement parts and ultimately spend more on downtime than it would have cost to protect your investment with a technical services contract.

- Make sure you understand the complete return on investment of relying on sparing for parts replacement, and if sparing is critical to your business, protect your technology investment with a service contract on your spare parts.

Technical Services – Selling

- SMARTnet Sales Preposition:
  - SMARTnet consists of a pre defined set of deliverables hence not much there to surprise a customer
  - Main arguments to position SMARTnet:
    - Coverage and Risk Mitigation (like every other insurance) for the IB
    - Software & Security Updates come for the IB as well as for the spares
    - Spare part Logistics are handled by Cisco hence cheaper than a customer buying on-site spares for full IB. Further spares are of latest version, ready to run and come along with the required SW to operate in the customer's network.
    - Scrapping and disposal of waste (broken part) is taking care of by Cisco in accordance to international, environmental standards
    - Install Base visibility ... a support contract helps to gain and sustain IB visibility and control. It shows EOS and EOL dates, it allows timely planning for an IBLM campaign (Refresh schedule, budget planning) and to replace old parts on time before they run out of support, it helps to consolidate and optimize the SW versions in use (not part of SMARTnet, but can be done in an IBLM project based on the IB records)
  - What if the customer is short on budget:
    - If you cannot meet the price over a reasonable discount you can reduce the IB to be covered or the SLA
    - Reduce IB to critical devices only ... customer is supposed to cover the business critical IB first then the rest
    - Reduce SLA ... if premium support is requested

Portal Demonstration

Aggregated view of installed base by Cisco device type

Current view of coverage, with ability to drill into details

Smart Net Total Care

Inventory and Reporting

Hi sch   About   Help   Inbox

Entitled Company : KPN INTERNET
Inventory : CD5_KPN_TIWS

DashBoard   Reports   Delta Reports   Support

Product Alerts   Miscellaneous Reports   My Reports   Aggregated Report

Inventory

IP List > Chassis Details

Selections : [3550-12G-MEX-1 : 192.168.55.8]

Product Family	Cisco Catalyst 3550 Series Switches
Product ID	WS-C3550-12G (Validated PID and PCE PID)
Validated Serial Number	CAT0734Y1M4 [HardLine]
Device Type	SWITCH
Vendor Or Model	Cisco Catalyst 3550 12G Switch
Product Description	^10 GBIC ports + 2-10/100/1000 ports: EMI
Original Product ID	-1
Original Serial Number	CAT0734Y1M4
SNMP Location	Not Available
Original Inventory Date	2009-Dec-02
Last Inventory Date	2010-Jun-18

Product Alert(s)

Card(s)

Contract(s)

Hardware/software Details

Exceptions

Device Configuration Details

82% of service calls lack serial # ID critical to service entitlement

Contracts

Contract categories > IP List > Chassis Details > Contract Details

Selections : Active Coverage Contracts , [3550-12G-MEX-1 : 192.168.55.8]

Contract Number : 1361712

Service Level	NSST
SLA Type	8x5xNBD Optimization Service, 8x5xNBD
Contract Status	ACTIVE
Contract Start Date	2007-Oct-01
Contract End Date	2010-Sep-30
Install At Site Name	C3 UNKNOWN CIBER COMPANY
Install At Site ID	2317699
Bill To Name	EDS INFORMATION SERVICES LLC
Install At Address	C3 CIBER ADDRESS, SAN JOSE, 95134, US
Ship To Address	850 PACIFIC HIGHWAY, BROADWAY COMPLEX, BUILDING 12, SAN DIEGO, 92132, US
System Contact	USA

Proactive Alerts and Notifications
SNTC provides consolidated customer specific information

Smart Net Total Care

CISCO — Inventory and Reporting

DashBoard | Reports | Delta Reports | Support

Entitled Company : CISCO SYSTEMS   Inventory : 00000_TSPM_DEM...   Change

Miscellaneous Reports | Inventory | Contracts

My Reports

Reports for sntcuser1

Report Name	Format	Entitled Compar	Inventory Name	Requested Date	Processed Date
Product Alerts R	PDF	CISCO SYSTEM	00000_TSPM_D	2011-Feb-08 08	2011-Feb-08 08

Product Alerts

Product Alert Categories

Hardware Alerts   (8)

Software Alerts   (6)

Field Notice Alerts   (4)

Psirt Alerts   (1)

Intellishield Alerts   (1)

Relevant product alerts specific to installed base

Export any report to Excel or PDF

Export

Proactive Alerts and Notifications
SNTC provides consolidated customer specific information

Displays alert details…

…and correlates alerts with all affected installed devices

Proactive Alerts and Notifications
Helps customer avoid hardware challenges…

Pinpoint the device and card to be replaced

Proactive Alerts and Notifications
..and software issues!

Shows all devices affected by specific alert

Easily drill down to complete details of alert

Cisco Services Partner Program
Provides Access to the Portfolio

Eligibility   Compensation

Performance
Management

Cisco Services Partner Program

One Global Plan

Cisco Branded Services

Collaborative Services

Cisco Services Partner Program and the Services Portfolio

Cisco Services Partner Program

Cisco Branded Services

AS **Advanced Services**
  - **Full portfolio offers**

TS **Technical Services**
  - **Full portfolio offers**

Collaborative Services

AS **Collaborative Professional Services (CPS)**
  - **Full portfolio offers**

TS **Partner Support Service (PSS)**

Compensation Elements
Cisco Branded Services

List Price

Technical Services	Advanced Services

Premium Services Rebate (1%)

Sales Performance Rebate (0-12%)

Flat TS Discount (40%)

Deal Based Discount (0-10%)
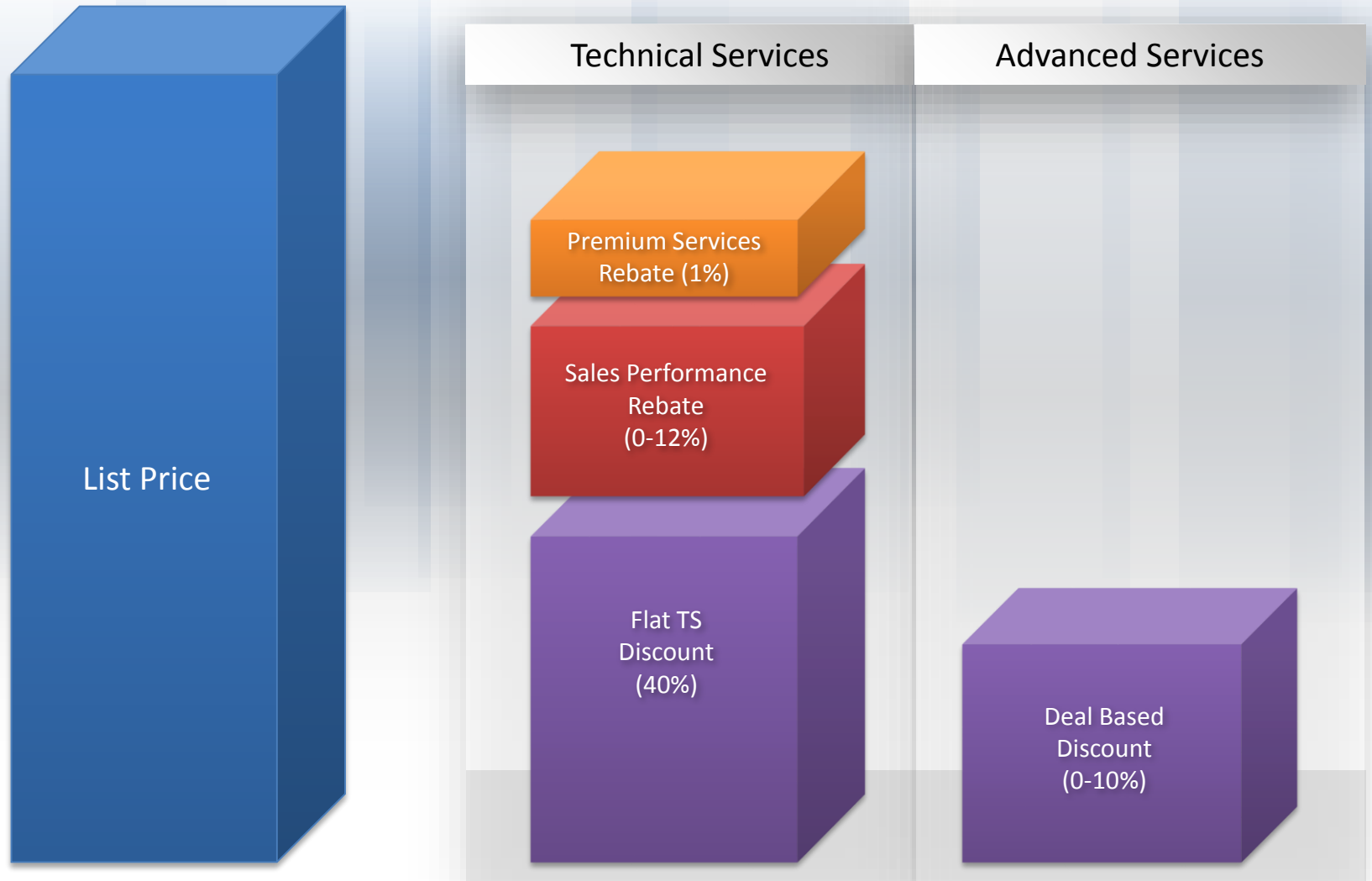
Compensation Elements
Partner Support Service
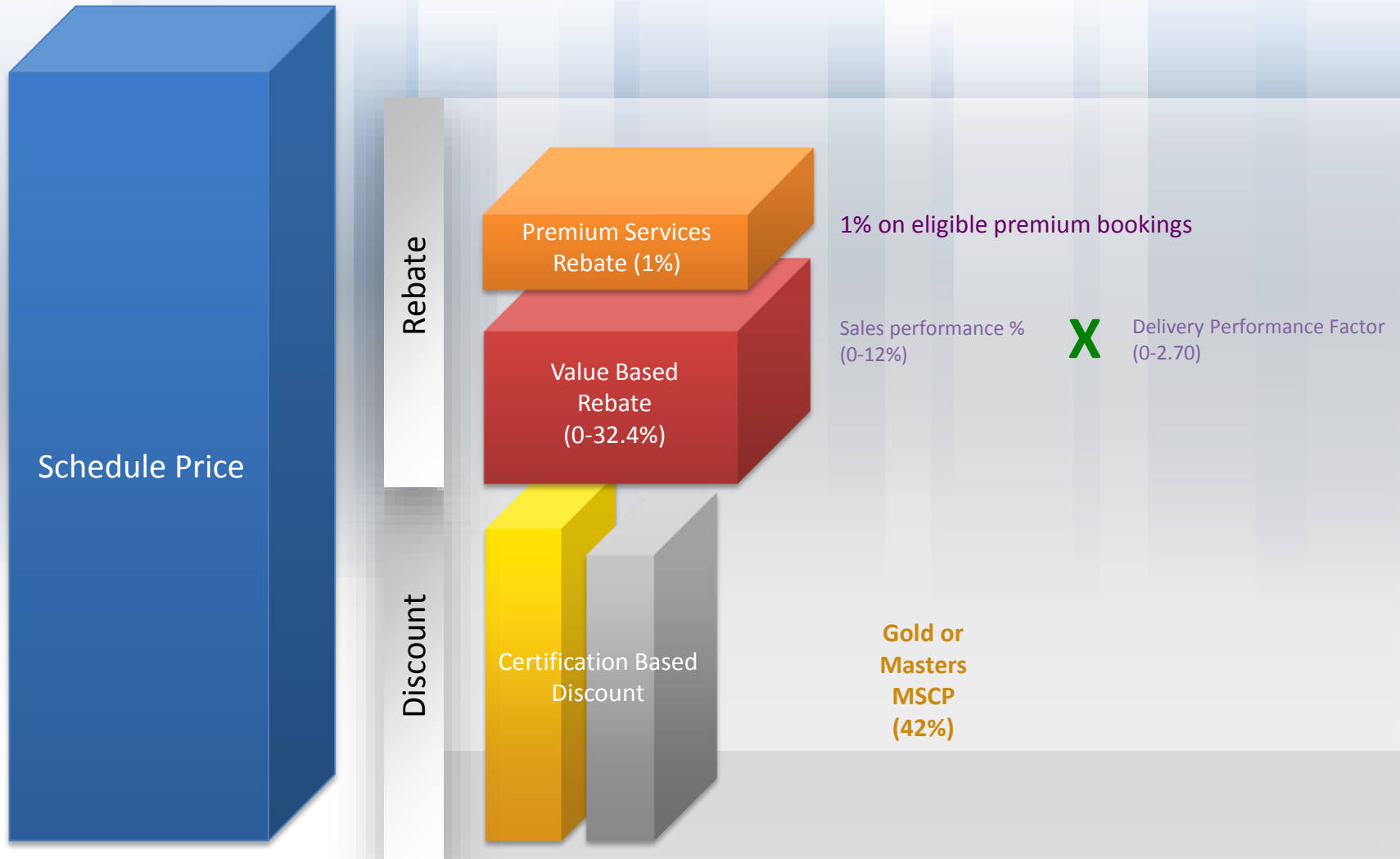
Performance Metrics

➢ Partners' performance measured in: Sales Performance and Delivery Performance.

➢ Improve the performance metrics to achieve higher rebate.

➢ Rebate is processed quarterly.
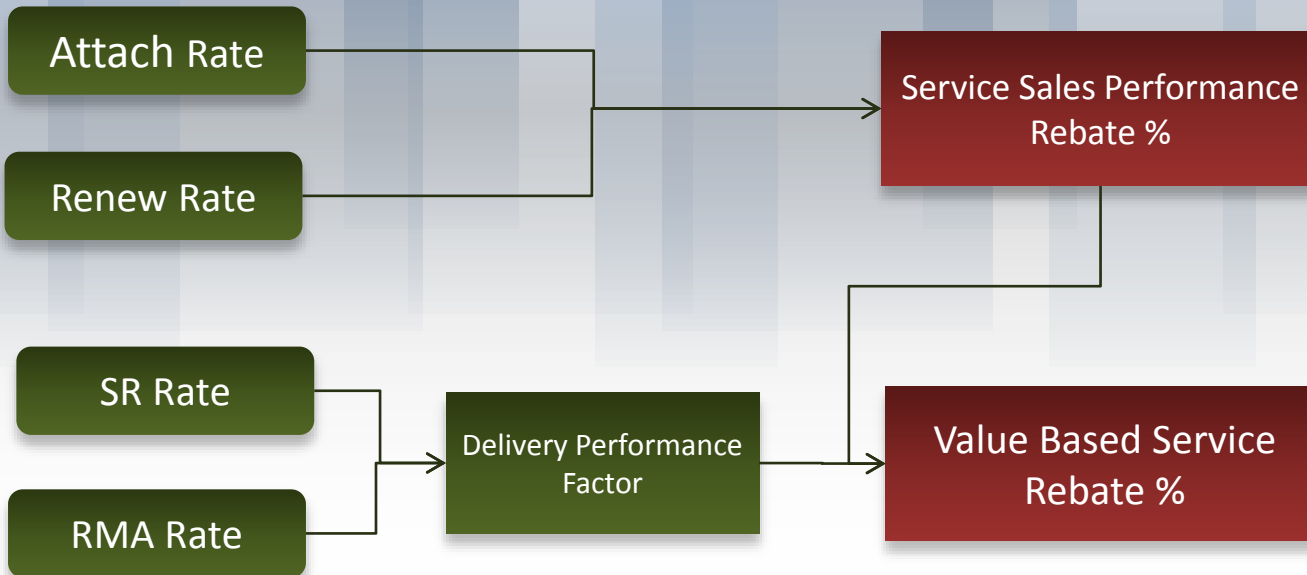
TS Advantage

What is TS Advantage

- Cisco's Next Generation of Premium Technical Services

- Replaces FTS Service

- Based on customer operational outcomes

- Based on ITIL

- Fills 'the white space between SMARTnet/SNTC and AS offerings"

- Provides:
    - Expanded target market with SNTC
    - Greater delivery flexibility
    - Simplified Sales Playbook, Ordering and Packages
    - Increased revenue

Benefits
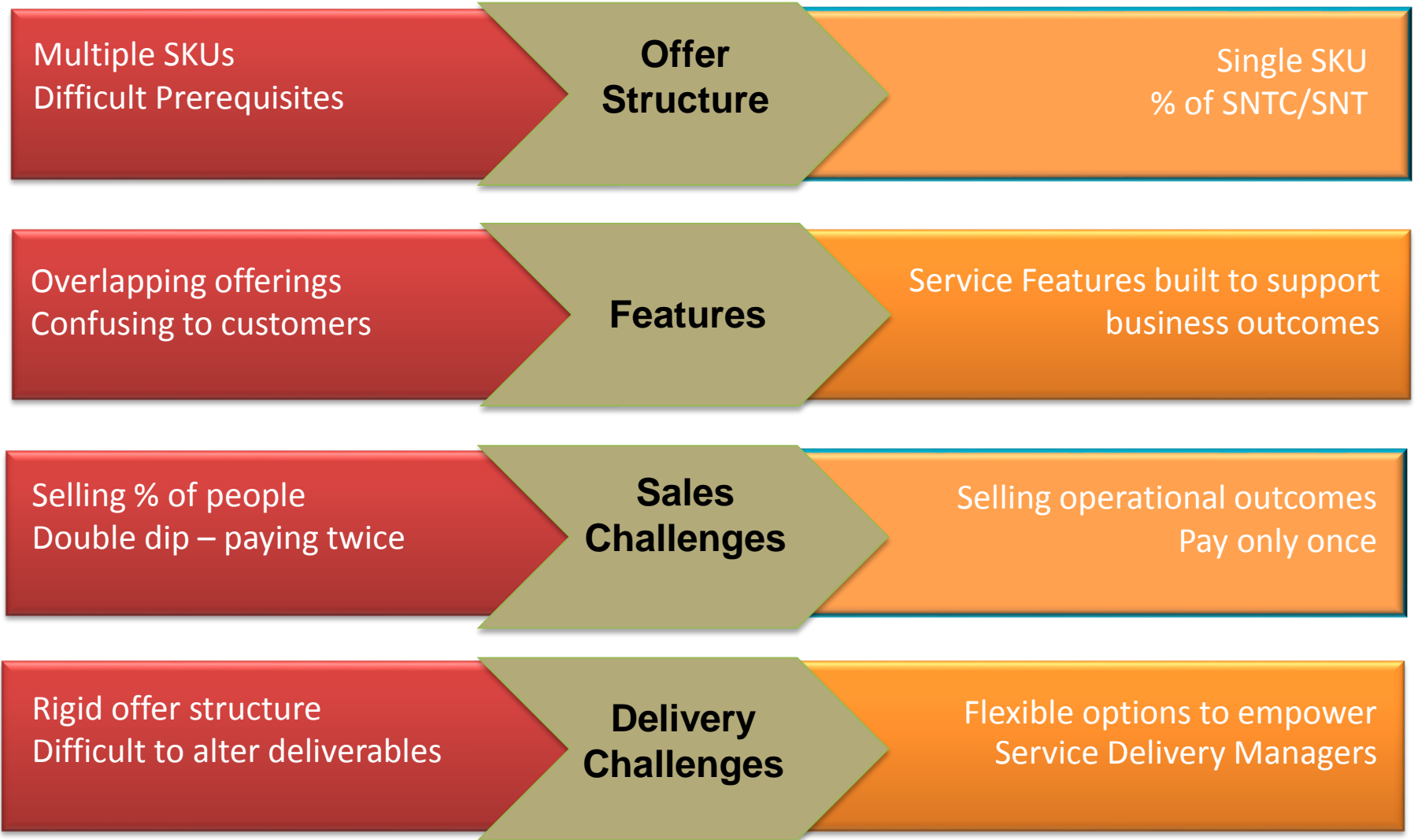
	Offer Structure	
Multiple SKUs Difficult Prerequisites		Single SKU % of SNTC/SNT

	Features	
Overlapping offerings Confusing to customers		Service Features built to support business outcomes

	Sales Challenges	
Selling % of people Double dip – paying twice		Selling operational outcomes Pay only once

	Delivery Challenges	
Rigid offer structure Difficult to alter deliverables		Flexible options to empower Service Delivery Managers

Supporting Our Customers Business Continuity in a Changing World

Traditional Support Services

From managing infrastructure…

Paradigm Shift

Customer Focused Support Services

…to tailored capabilities that Increase Operational Efficiency and Minimize Business Disruptions

"Fix It For Me"
"Keep it Working"

"Manage My Business and Operational Outcomes"
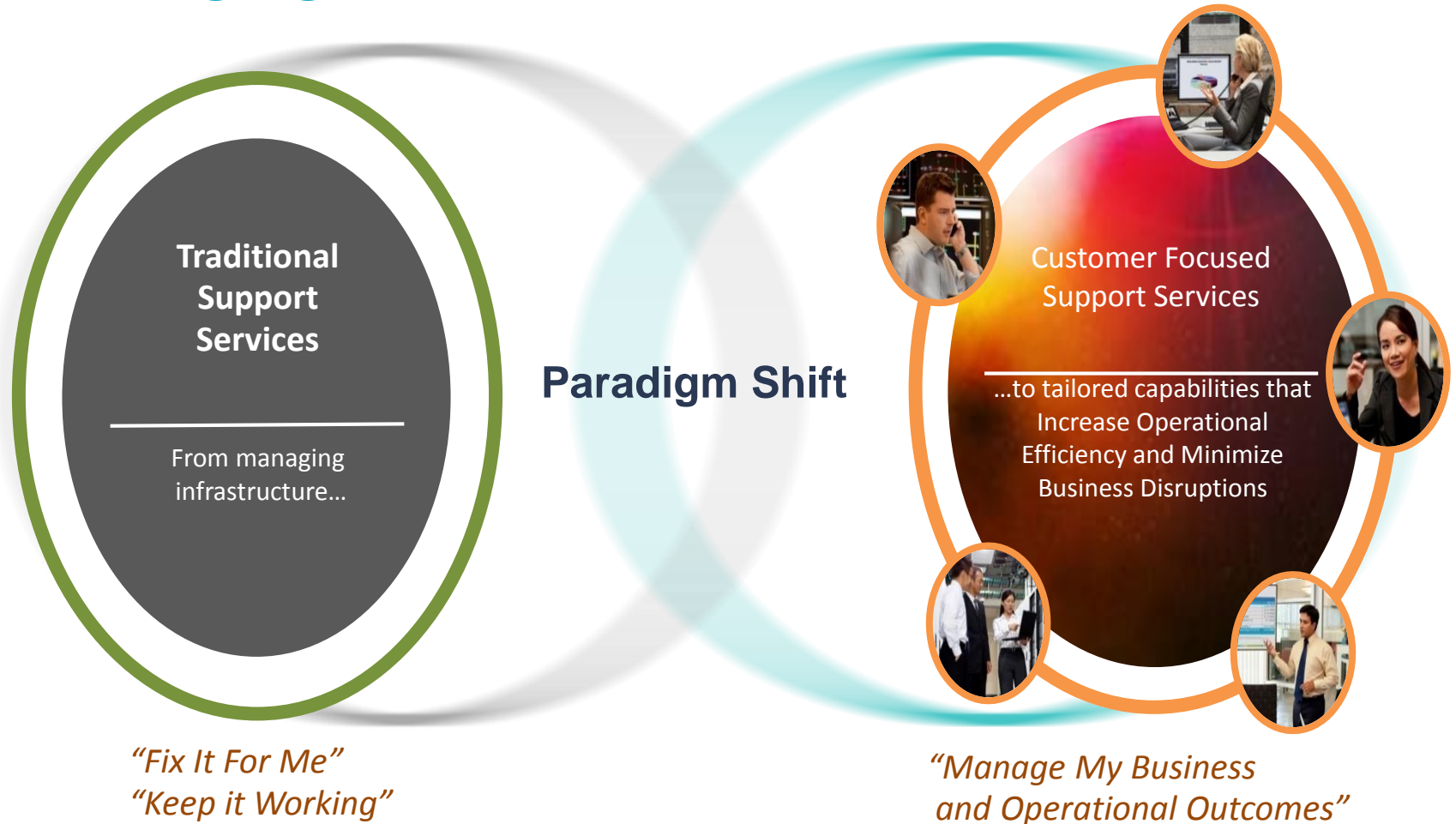
1. TS Advantage Operational Outcomes

Platinum
IT AGILITY SUPPORT

Customer-Defined

Exclusive Benefits

Gold
DEEP TECHNOLOGY SUPPORT

- Reduce Time to Restoration
- Reduce Unplanned Downtime
- Reduce Planned Downtime
- Enhance IT Agility

Minimize Business Disruptions

Silver
TECHNICAL SUPPORT

- Reduce Time to Restoration
- Reduce Unplanned Downtime
- Reduce Planned Downtime

- Reduce Time to Restoration

Bronze
OPERATIONAL SUPPORT

Increase Operational Efficiencies

- Increase staff productivity
- Enhance IT asset utilization

- Increase staff productivity
- Enhance IT asset utilization

- Increase staff productivity
- Enhance IT asset utilization

- Increase staff productivity
- Enhance IT asset utilization

SMARTnet, Smart Net Total Care, SP Base

Bronze: Operational Support

Bronze

Operational Outcomes	Increase Operational Efficiency

Customer Benefits	Increase Staff Productivity	Enhance IT Asset Utilization

Features	1. Incident Management	1. Asset Management
	2. Service Reporting and Analytics	
	3. Knowledge Management	

Extension of Your Team

- Operations Manager
- Asset Manager
- Learning Advisor

Benefits

- ✓ Restores normal service operations as quickly as possible
- ✓ Minimize adverse impact of incidents on business operations
- ✓ Increased productivity
- ✓ Better business decisions
- ✓ Better IT Asset management
- ✓ Quicker and simpler SR Resolution

Outcomes/Features At-A-Glance

	Bronze OPERATIONAL SUPPORT	Silver TECHNICAL SUPPORT	Gold DEEP TECHNOLOGY SUPPORT	Platinum IT AGILITY SUPPORT
Increase Operational Efficiency				
Asset Management	✓	✓	✓	✓
Incident Management	✓	✓	✓	✓
Knowledge Management	✓	✓	✓	✓
Minimize Business Disruptions				
Incident Mgmt and Problem Mgmt		✓	✓	✓
Continuous Service Availability Mgmt (CSAM)			✓	✓
Customer Defined				
Customized Services				✓
Dedicated Support Team				✓

Bronze Deliverables

Features	Deliverables
Incident Management	• Provide 8x5 support with single point of contact for all incidents • Provide 24x7 support for all S1 and S2 incidents • Coordinate support organizations, escalation process and customer resources • Provide information support for EOL products • Provide operational post incident review and update processes

Reports and Analytics	• Deliver quarterly and/or monthly reports on:
	  • Service Request Reports (Bond and CSOne) and status of all open SRs
	  • Service Delivery Level Performance Reports (RMA)
	  • Deliverables and activities provided during the immediate past
	  • Engineering Failure Analysis (EFA) progress
	• Coordinate the return of products
	• Track progress of open SR(s) and addresses outstanding issues
	• Conduct weekly meeting to review SR status reports and follows-up on actions

Knowledge Management	• Provide a Remote Learning Advisor • Provide Cisco Technical Education (CTE) : 5 Passports • Provide Cisco Training on Demand Library : 3 Passports • Provide Operations troubleshooting and best practices training as needed

Bronze Deliverables Continued

Features	Deliverables
Asset Management	• Create a baseline or starting point inventory • Deliver a report on RMA delivery performance with recommended actions, if any • Document and follow an agreed upon process for identifying and carrying out moves, adds, changes and deletes including but not limited to the completion of the requested changes • Create and maintain a customer definition file which lists all company names and variants used to identify the customer in Cisco's service information systems • Recommend changes to address inventory issues such as compliance, service coverage, co-termination, and location • Deliver monthly ad hoc summary and detail reports on the inventory as needed by the customer, partner, or other Cisco personnel • Develop, Monitor and maintain asset management related metrics such as coverage rate and unreturned RMAs • Support Smart Net Total Care Deployment & Adoption (Only available when the customer has SNTC)

Silver Deliverables

All the Bronze Deliverables, plus:

Features	Deliverables
Incident Management and Problem Resolution	• Provide 24x7 HTTS Support • Provide 8x5 HTE Support • Create baseline technical documentation of complex operation processes and • Procedures • Provides initial response and regular progress updates to customer • Provide technical post incident review and update processes

Reports and Analytics	• Deliver quarterly and/or monthly personalized reports
	  • Known Error Reports (CDETS)
	  • Post Incident Operational Report - B
	  • Root Cause Analysis (RCA) Report - S
	  • Operations Incident Management Readiness - S
	  • Proactive Operations Excellence Assessment - S

Knowledge Management	• Provide Curriculum Planning Services: 40 hours • Provide Cisco Technical Education (CTE) : 15 Passports • Provide Cisco Training on Demand Library : 4 Passports

Gold Deliverables

All the Bronze and Silver Deliverables, plus:

Features	Deliverables
Incident Management and Problem Resolution	• Performs diagnostics and troubleshooting on S1 and S2 incidents (24 x 7) based on deep customer network knowledge and highest engineering expertise (HTE, HTTS) • Establish root causes of network infrastructure issues
Maintenance Window Support	• Schedule Maintenance Window • Review technical Method Of Procedure (MOP) for major changes • Support change management process and assists technically, as needed, for critical maintenance window coverage (HTTS: 24x7, HTE 8x5) • Create software upgrade list as needed to address critical problems at device level
Reports and Analytics	• Monthly Service Level Agreements (SLAs) Reports • Monthly CSAM reports to the customer to deliver the findings of the analysis
Knowledge Management	• Provide Curriculum Planning Services: 80 hours • Provide Cisco Technical Education (CTE) : 21 Passports • Provide Cisco Training on Demand Library : 16 Passports • Provide 1 week of Closed Enrollment classroom training: 1 (private classes for up to 12 students) • Provide 1 week of Open Enrollment classroom training: 5 (open classes

Gold Deliverables Continued

Features	Deliverables
Continuous service Availability Management (CSAM)	• Provide preliminary analysis of available data for the past 6 months . This includes, but is not limited to, % availability, DPM by Root Cause, DPM by Geographical location/site, etc.), Mean Time to Restore analysis (sorted by the filter of root cause). • Review results with customer • Identify and develop areas of improvement and action plan for correction • Monthly reporting and monitoring on both the condition of the network as well as impact of actions taken based on previous plans.

Platinum Deliverables

Features	Deliverables
All the Bronze, Silver and Gold Deliverables, Plus:	
Platinum Experts	• Highest trained operational and technical staff provide the highest level of customer care • Provide local language support as needed • Provide local HTTS support matching customer NOC locations • Provide proactive escalation support on S1 and S2 incidents and catastrophic outages
Proactive Maintenance Window Support	• Lead the maintenance window activities with the Platinum Experts • Proactive monitoring of the network with custom-built scripts • Participate in all design modifications with the Cisco AS team as needed • Provide customer reports and updates every 8 hours • Open SRs on behalf of the customer to resolve multivendor issues
Reports and Analytics	• Custom Reports
Knowledge Management	• Provide Transfers of Information (TOI) and Knowledge Transfers by the Platinum Experts
Customer Services	• Provide custom SLAs and KPIs • Provide coverage for new technology acquisitions • Provide data security and privacy operational rand technical requirements reviews

Cisco Services Toolkit

- **Cisco Service Contract Centre**
  One Tool does it all: CSCC is the online Cisco services tool to manage all your contracts. Within this tool you can configure, order, manage, register and renew services.

- **Cisco Service Finder**
- Online Cisco services tool to determine which services are available for specific product

- **Cisco Service Availability Matrix:** Do you want to offer services in London, Mexico City, Kuala Lumpur, Antwerp, Amsterdam, and Cape Town? With this tool you can check which service level you can offer on Cisco products on any location.

- **Interactive Services training:** This on-line training tool will help you to understand the Cisco Lifecycle services strategy. It is a perfect tool to train your sales people and teach them how they can sell Cisco services.
- **Cisco End of Sale Products:** Do you want to know if a certain Cisco product is End of Life or End of Sale? This tool will show you a list of all EOL-EOS products.

- **Cisco Profile Manager:** Cisco.com users can use the Profile Manager to view which Services contracts are associated to their profiles.

Technical Services Overview - Tools

- Tools To Use:
  - CSCC (to check Quotes, Support Contracts, support status on a SN#, etc.) https://apps.cisco.com/CustAdv/ServiceSales/smcam/requestStatusDispatch.do?methodName=onDashboardAction
  - SNIF Reports (in CSCC)
    - Always enter the Serial Number (you have to use an EXCEL template in an old EXCEL version the tool is aligned with), the Product SKU is a benefit
    - Report shows you all available information behind the SN#, including shipment-,install- and support related Info
  - Warranty Finder http://www.cisco-servicefinder.com/warrantyfinder.aspx
    - Lists Warranty conditions per product SKU
  - Service Finder http://www.cisco-servicefinder.com/
    - To check what Services are available for what product SKU
    - This will also list additional required Software support
  - Service Availability Matrix http://tools.cisco.com/apidc/sam/search.do
    - Always enter a zip code (if you don't have one use a dummy such as 1000 or 10000)
    - If no exact address available try to select a village/town nearby
    - Check for all product exceptions listed under a "P" (click it to open) which shows in the SLA table

AS Fixed packages

	Assessment Services	Guidance Services	Development Services	Knowledge Services	
Borderless Networks	• Routing & Switching – • Network Device Security Assessment Service • IPv6 Assessment • Service Identity • Services Engine	• Borderless Networks Guidance Service • Standard • Advanced • Identity Services Engine Guidance Service	• Borderless Networks Development Service • Standard • Advanced	• Network Infrastructure Knowledge Service • Wireless Knowledge Service • Security Knowledge Service	
Collaboration	• Unified Communications Manager Assessment Service • Unified Messaging Assessment Service • Video Assessment Service	• Unified Communications Guidance Service • Standard • Advanced Video Guidance Service • Standard • Advanced	• Unified Communications Development Service • Standard • Intermediate • Advanced • Video Development Service • Standard • Advanced • Integration	• Collaboration Knowledge Service	Technical Knowledge Library
Data Center, Virtualization, and Cloud	• Data Center Assessment Service	• Data Center Guidance Service • Standard • Advanced	• Data Center Development Service • Standard • Advanced • Private Cloud Development • Standard • Advanced	• Data Center Knowledge Service	

CCW QUOTES

CCW QUOTES II

⊖ Plan (Develop an Architectural Strategy, Transformational Road Map and Designs)

	Business Service	Sku Name	Description	List Price	Category	Fulfillment
☐	ASSESSMENT	ASF-CPSA-UCMA	CPS Unified Communication Manager Assessment Service	$3,100.00	AS_FIXED	up to 90 Days
☐	DESIGN	ASF-CPSA-UCDI	Unified Communications Development Service - Intermediate	$43,000.00	AS_FIXED	up to 90 Days
☐	DESIGN	ASF-CPSU-UCGA	Unified Communications Guidance Service - Advanced	$26,000.00	AS_FIXED	up to 90 Days
☐	DESIGN	ASF-CPSA-UCDA	Unified Communications Development Service - Advanced	$60,000.00	AS_FIXED	up to 90 Days
☐	ASSESSMENT	ASF-CPSA-UMA	CPS Unified Messaging Assessment Service	$6,300.00	AS_FIXED	up to 90 Days
☐	ASSESSMENT	ASF-CPSA-UCRA	CPS Unified Communications Readiness Assessment Service	$3,100.00	AS_FIXED	up to 90 Days
☐	DESIGN	ASF-CPSA-UCDS	Unified Communications Development Service - Standard	$26,000.00	AS_FIXED	up to 90 Days

View 50 ▼ Items Per Page   Results 7 of 7 ⟪ ⟨ Previous   1 ▼   Next ⟩ ⟫

⊖ Build (Validate, Implement and Migrate New Solutions and Applications)

	Business Service	Sku Name	Description	List Price	Category	Fulfillment
☐	DEPLOYMENT	ASF-ESG-G-IEXP-DPP	EMERGING SOLUTION GROUP Interactive Exp Dep Pilot(1-20)	$23,362.00	AS_FIXED	up to 90 Days
☐	DEPLOYMENT	ASF-ESG-G-IEXP-TRE	EMERGING SOLUTION GROUP Interactive Exp Trg Express Service	$8,068.00	AS_FIXED	up to 90 Days
☐	DEPLOYMENT	ASF-ESG-G-IEXP-DPS	EMERGING SOLUTION GROUP Interactive Exp Dep Small(21-50)	$72,850.00	AS_FIXED	up to 90 Days
☐	DEPLOYMENT	ASF-ESG-G-IEXP-TRG	EMERGING SOLUTION GROUP Interactive Exp	$12,550.00	AS_FIXED	up to 90 Days

HELP ?

Thank you.