At-a-Glance

Cisco Smart Assist Service

Get the Network Insight You Need

In a fast-changing business environment, your network is constantly evolving and becoming more complex. To keep pace, you need improved visibility and insight, so that you can operate your network and IT infrastructure more efficiently.

Cisco® smart capabilities can help organizations gain insights into their Cisco product installed base (IB) to make more informed decisions about their product investments. You might not have the in-house resources, bandwidth, or experience you need to make the most of your Cisco investments. Cisco Smart Assist Service can help.

Cisco Smart Assist Service is a consultative service delivered by Cisco experts who remotely will help you set up and support your smart-entitled service. Cisco provides guidance for installing your smart capabilities, such as Cisco Collection installation, Cisco Smart Net Total Care™ (SNTC) portal registration and file uploads to the portal, as well as assistance with product inventory collection and IB reconciliation. You also receive technical support for the SNTC portal and collections.

Figure 1. Unlock the Benefits of Smart Capabilities Faster.

Benefits

- Install and enable smart capabilities faster so that you can start using them right away.
- Improve visibility into your network devices to improve manageability and reduce risks.
- Obtain up to date Smart Net Total Care portal content to make more informed decisions.
- Gain access to technical assistance for the Smart Net Total Care portal and collections to resolve problems faster.
- Achieve the full value of your smart services investment sooner so you can achieve business benefits faster.

Unlock the Potential of Smart Capabilities Quickly

Cisco Smart Assist Service gives you easy access to a Cisco expert to help you set up your smart-entitled service and start using it quickly. It helps businesses tap into the full value of smart capabilities by providing:

- Onboarding assistance where a remote resource engages with you to set up collection tools and portal access and enable smart capabilities
- Product inventory collection and IB reconciliation, including data collection assistance, data cleanup and reconciliation, and IB reporting
- Technical support for portal and collections through the Technical Assistance Center (TAC) to help you speed problem resolution

With Cisco Smart Assist, you’ll realize a faster payoff from your investment in smart capabilities. If you want assistance through a consultant dedicated to your success, consider purchasing Cisco Smart Assist Service.

Next Steps

To learn more about how Cisco Smart Assist can help you get the most value out of your technology investment, visit http://www.cisco.com/web/services/portfolio/product-technical-support/smart-net-total-care/index.html or contact your account representative. You can also reach out to smartassist@cisco.com for questions or additional information.

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