# Cisco Asset Management Service

## May 2016

This document answers commonly asked questions about the Cisco® Asset Management Service.

## Asset Management Service Overview

Cisco® Asset Management Service is a comprehensive consultative engagement that provides a designated asset manager resource to help customers proactively manage their Cisco assets and gain complete visibility into their Cisco installed base across their entire network. The service includes tracking and managing assets, monthly installed base reconciliation or data cleanup, analytics and insights, business reviews, and asset lifecycle and contract management.

Asset Management Service enables customers to optimize the use of their product investments and make more informed decisions in asset planning, contract management, and compliance. It also helps them gain a more proactive posture to increase operational efficiency, mitigate risks, and support business availability.

Asset Management Service has three levels - Standard, Premium, and Tailored. Each level offers increasingly personalized services. It can be purchased as a standalone service (with a prerequisite smart-entitled service) or through the Technical Services (TS) Advantage Service, which includes the Asset Management Service Standard level. Asset Management is available for sale by Cisco or authorized Cisco Tier 1 and Tier 2 partners globally in all regions where Cisco does business.

Asset Management Service v1.1 includes Smart Assist Service, which provides remote assistance to enable and support smart capabilities.

## Smart Assist Service

Q What is Smart Assist Service?

A Smart Assist is a value-added technical services offering for smart-entitled services, such as Smart Net Total Care. The service provides remote assistance to help customers enable and support smart capabilities. This includes onboarding and setting up the Smart Net Total Care™ portal and collections, new user and refresh training on smart capabilities, collections management, installed base reconciliation of data in the portal, Cisco Technical Assistance Center (TAC) support for portal and collections and assistance to support the adoption of portal and collection capabilities. The service helps customers accelerate the time to gain installed base visibility using the Smart Net Total Care portal.

**Q** What is the benefit of including Smart Assist Service with Asset Management?

**A** Smart Assist provides accelerated access to the network collector view of data, which when combined with customer data and Cisco database information, delivers enhanced installed base visibility. This provides customers with a more complete and accurate view of their assets and contracts to start making decisions and driving value sooner.

**Q** Is Smart Assist available to all Asset Management Service customers?

**A** Yes. Smart Assist is available to customers with active contracts of any level and version of Asset Management. Customers with Asset Management v1.0 who are interested in deploying Smart Assist should reach out to their asset manager or account manager.

**Q** Do I have to use Smart Assist?

**A** Smart Assist is automatically included with Asset Management Service, but it is not mandatory to deploy and use Smart Assist.

**Q** If I already have a collector installed, why would I want to deploy and use Smart Assist?

**A** Smart Assist provides significant ongoing value. You are entitled to:

- Deployment assistance for up to three Cisco Collectors per year
- Guidance on third-party product and file uploads to the portal
- Once per year new user and refresh smart capabilities training
- Once per year collections management guidance
- Once per year installed base reconciliation of portal data

- Ongoing TAC support for issues in using the portal and collections, and
- Assistance to ensure you are adopting and using smart capabilities

**Q** If I have already purchased Smart Assist, am I entitled to a refund for my purchase?

**A** That depends upon when you purchased Smart Assist and which version of Asset Management you purchased. If you have an active Smart Assist contract and purchase Asset Management v1.1, you are entitled to a prorated credit based upon the time from when you purchased both offers. If you purchased Asset Management v1.0, you are not entitled to a credit.

## Asset Management Service

**Q** What is the difference between the three Asset Management Service levels?

**A** The primary difference between the Standard, Premium, and Tailored levels is the degree and frequency of personalization that is provided, such as the frequency of installed base reconciliation and business reviews and remote services compared to onsite visits.

**Q** What is the Asset Management Service installed base reconciliation process?

**A** In the installed base reconciliation, the Asset Manager reviews data from multiple sources, compares the data, and cleanses the data if there are data discrepancies or missing or inaccurate information. This includes performing move, add, change, and delete (MACD) validation activities, identifying duplicate devices and correcting Cisco database data as needed, validating serial numbers, validating hardware contract updates for return materials authorizations (RMAs), and correcting customer support contracts.

**Q** How frequently is the installed base reconciliation process performed?

**A** The installed base reconciliation process is performed monthly (maximum) for the Standard service level and monthly (minimum) for the Premium and Tailored service levels.

**Q** Are both hardware and software products inventoried and reconciled by Asset Management Service?

**A** Asset Management Service includes Cisco hardware and software (chassis IOS only) products. The service covers, site-to-site moves, Cisco database record update changes, and reporting on location, coverage, contract adds and deletes, end of service, and last day of support (LDoS). Future releases will include enhanced software manageability.

**Q** What is a business review?

**A** A business review is a remote (Standard level) or onsite (Premium and Tailored levels) meeting in which the Asset Manager provides a review of summary reports to the customer, including:

- Baseline installed base summary reports
- Products moves, Adds, Changes and Deletes (MACDs) performed
- RMA summary
- High-level view of installed base analysis
- Other reporting (including contracts' health, coverage rate, and unreturned RMAs)

**Q** How frequently are business reviews performed?

**A** Business reviews are performed twice per year remotely for the Standard level, four times per year onsite for the Premium level, and 12 times per year for the Tailored level. For TS Advantage, which includes the Asset Management Standard level, business reviews take place during standard reviews (quarterly business reviews).

**Q** What is the role of the Cisco asset manager?

**A** The asset manager is a designated resource who acts as the single point of contact for the customer, partner, and Cisco account team for managing, tracking, and reporting on activities and issues involving asset and contract management. The asset manager is responsible for establishing an installed base baseline and coordinating with other Cisco resources to process product and contract changes.

**Q** How does Asset Management Service align to TS Advantage?

**A** Asset Management Service is a complementary service to TS Advantage. Asset Management Service Standard level is included with TS Advantage contracts. Combined, the service provides a premium level of personalized support to help customers improve operational efficiency and support business continuity.

**Q** What if I already have an asset management solution?

**A** Cisco Asset Management Service can complement the solution, but it does not integrate with other asset management solutions that you may be using. Cisco Asset Management provides a depth of insight and knowledge and expertise into your Cisco products. When combined with an internal asset management system, you can obtain a more complete view of your network environment.

**Q** How can I purchase Asset Management Service?

**A** Asset Management Service can be sold by Cisco or Cisco Tier 1 and Tier 2 partners as a Cisco branded service offering.

**Q** Are there any prerequisites for Asset Management Service?

**A** Yes, a Cisco smart-entitled service is a prerequisite for Asset Management Service. Effective July 27, 2015, Cisco smart-entitled services include Smart Net Total Care, SP Base/SP Assurance Base/Enhanced Warranty, Solution Support, and TelePresence® Essential Operate.

**Q** If I purchase the Asset Management Service Standard level and later want to upgrade to the Premium or Tailored level before renewal, can I do so?

**A** Yes, you can upgrade to the Premium or Tailored level before renewal by paying the additional price for either level. Contact your account manager or authorized partner to upgrade.

**Q** What if I purchase Asset Management Service and then later want to upgrade to TS Advantage before renewal? Can I do so?

**A** Yes. You can purchase Asset Management Service and then later purchase TS Advantage. In this case, you will receive a prorated credit.

**Q** What if I purchase TS Advantage and receive the Asset Management Service Standard level but want to upgrade to Asset Management Premium or Tailored level?

**A** You can do so by paying the additional price for the Premium or Tailored level. Contact your account manager or authorized partner for additional information.

**Q** Whom do I contact for questions or to find out more about Asset Management Service?

**A** Contact your local account team or reach out to asset_management@cisco.com for questions or additional information.