Cisco Smart Assist Service

For Cisco Customers

This set of questions and answers addresses commonly asked questions for Cisco® Smart Assist Service.

Smart Assist Overview

Cisco Smart Assist Service (Smart Assist) is a value-added service for Cisco smart-entitled offers, such as Smart Net Total Care™ and SP Base. The service provides assistance to enable and support Cisco smart capabilities (for example, Smart Net Total Care portal and collections). Smart capabilities provide customers with valuable information about what Cisco products they own, if they have service coverage or not, if any products are nearing or at last date of support, as well as relevant product and security alerts. With this information, customers can make informed, smart decisions about their products and contracts. Smarter decisions drive smart outcomes such as operational efficiency, risk mitigation, and support for compliance and business availability.

Smart Assist includes assistance to deploy the Cisco Common Service Platform Collector (CSPC), access the Smart Net Total Care portal, upload collections to the portal, learn how to use smart capabilities, manage and optimize collections, identify and clean data discrepancies that might exist in the portal and Cisco contract database, and obtain support for using and adopting portal and collection capabilities.

The newest release of Smart Assist, v1.1, includes additional enhancements, such as ongoing support to help customers adopt smart capabilities and realize their fullest value. It also includes guidance about collections management and best practices to optimize collections. Smart Assist v1.1 is included in Asset Management Service and TS Advantage Technical Service offers. Smart Assist v1.1 is available for purchase on May 9, 2016 wherever Cisco does business.

Smart Assist Service helps customers speed the time to gain insights into their Cisco installed base. By speeding the time to gain insights, customers can make smarter decisions sooner, and faster decision making leads to faster time to realize value.

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Q What are the new features in Smart Assist v1.1?

A Smart Assist v1.1 includes added enhancements such as ongoing support from Cisco resources to assist customers in adopting smart capabilities and using them to their fullest. Along with once per year new and refresh training on Smart Net Total Care portal and collections capabilities and TAC technical support for portal and collections, support for smart capabilities adoption makes sure that customers maximize the value of using smart capabilities. Additional v1.1 enhancements include the ability to use one contract vehicle to purchase Smart Assist Technical Services with Cisco's Advanced Service offers. This provides ease and simplicity of ordering and contract management.

Q What is collections management?

A Collections management helps customers define the amount and type of product inventory they want to collect and view in the Smart Net Total Care portal. Collections management takes place during initial enablement of the service (year one) and at the beginning of each renewal period.

Q Why would my company not want to view all available collections?

A Some customers might want to collect and view certain or limited data in the Smart Net Total Care portal. This might include data that has certain security or privacy restrictions or data for various company entities or business units that the customer would not like to view.

Q What is Smart Assist installed base (IB) reconciliation?

A Installed base reconciliation takes customer information in the Smart Net Total Care portal, compares that information to Cisco's contract database, identifies data discrepancies (for example, missing or inaccurate information such as support contract duplications), and provides corrections. Smart Assist installed base reconciliation is performed twice per year for standalone Smart Assist contracts and includes limited corrections, a report about the corrections made, and recommendations for additional corrections where possible.

Q What is the difference between Smart Assist and Cisco Asset Management Service?

A Smart Assist and Asset Management are complementary services that are value-added offerings for smart-entitled services, such as Smart Net Total Care or SP Base. Asset Management service is a comprehensive and personalized service that provides a designated asset manager resource who delivers regular installed base reconciliation, reports and insights, and guidance to optimize asset lifecycles and support contracts across the entire network. Smart Assist provides assistance to speed the time to use smart capabilities and gain installed base insights for assets that reside in the Smart Net Total Care portal.

Q If I purchase Asset Management or TS Advantage, will I be entitled to Smart Assist?

A Yes, Smart Assist v1.1 is included in Asset Management and TS Advantage, effective upon Asset Management v1.1 and TS Advantage 2.0 respective release dates. All existing Asset Management and TS Advantage customers with valid contracts are entitled to Smart Assist.

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Q If my company acquires a new company, will the new company be entitled to Smart Assist?

A Yes. You can include multiple corporate entities under one Smart Assist contract. In this instance, installed base reconciliations would be for all combined assets, and once per year new/refresh training would need to be shared among the different entities. Smart Assist would provide assistance for up to three instances of the CSPC per year across both entities or for any additional optionally purchased collector deployments, which are priced per individual collector over three.

Q If I have multiple business entities, can I keep the data for each company separate?

A Yes. You can keep each business entity's inventory in the Smart Net Total Care portal separate by purchasing individual Smart Assist contracts for each entity. In this instance, each business entity is entitled up to three instances of the deployment assistance of the CSPC per year, once per year new/refresh training, 2x/year installed base reconciliation and ongoing support for issues in using and adopting portal and collections capabilities.

Q What if I want more than three collectors? Will Smart Assist help me with deployment?

A Smart Assist includes deployment assistance for up to three Cisco software collectors (CSPCs). Customers who have more than three collectors and want assistance should order the CON-CSAS-ADD SKU per individual collector over three for deployment assistance.

Q Does Smart Assist support third-party collectors such as Netformx or Solar Winds?

A The Smart Net Total Care portal supports collections via Cisco software collector (CSPC), third-party products such as Netformx or Solar Winds, and file uploads. Smart Assist provides assistance to deploy CSPC. The service provides guidance and support on how to upload third-party collectors and database file uploads to the portal. Third-party product support is not provided.

Q What is the value in renewing Smart Assist?

A Smart Assist provides ongoing support for issues in using the portal and collections. This enables customers to have anytime access to the portal to view their installed base data. It also provides an up-to-date view of inventory via 2x/year installed base reconciliation, training, and assistance to make sure that customers are adopting smart capabilities and getting the most value from them.

Q How can I purchase Smart Assist?

A Smart Assist can be sold by Cisco and Cisco authorized Tier 1 and Tier 2 partners and distributors.

Q How can I find more information about Smart Assist?

A You can learn more about the Smart Assist Service on www.cisco.com/go/sntc or by contacting your account representative or Cisco authorized partner. You can also reach out to smartassist@cisco.com for questions or additional information.

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C67-735446-01 04/16