

SMARTnet and Smart Net Total Care Convergence

FAQ for Cisco Customers

July 27, 2015

Overview

Cisco SMARTnet™ Service is merging with Cisco Smart Net Total Care™. The converged service will be called Smart Net Total Care. It will be the foundation for Cisco's branded Technical Support services portfolio.

The converged service will deliver the award-winning technical service capabilities of SMARTnet® while entitling every SMARTnet customer to the smart service capabilities of Smart Net Total Care.

As part of this effort, the SMARTnet name will be retired, but all of the SMARTnet functionality will continue to be available to Cisco customers as incorporated into the Smart Net Total Care service.

Existing SMARTnet customers and renewals will not be affected - the existing SMARTnet SKUs will be reused by the converged service, and the service description will now include the smart service capabilities.

The change will take effect on July 27, 2015.

Q. Why is Cisco doing this?

A. This initiative raises the bar on technical support by entitling all support customers to smart capabilities.

Smart services provide our customers with improved risk management, rapid problem resolution, and reduced operating costs for their network infrastructure. This in turn helps improve service levels and makes the network more responsive to changing IT needs. The network infrastructure can thus become the foundation for accelerating innovation through modern IT initiatives such as Fast IT, Internet of Everything (IoE), and analytics.

By making smart services more ubiquitous among our customer base, Cisco is preparing our customers for the future.

Q. What are the features and capabilities of the converged offering?

A. All SMARTnet capabilities and service levels will be included in the converged Smart Net Total Care, starting with Cisco's world-class foundational technical support:

- Cisco Technical Assistance Center (TAC)
- Online technical resources
- Advance Hardware replacement
- Software updates

Q. How will the converged service benefit customers?

A. The updated service will increase customer value delivered in Cisco's foundational support service at the same price. All existing SMARTnet customers and partners become "smart entitled," which gives them access to capabilities that:

- Streamline TAC interaction with readily available device and support contract information. All necessary device information is at their fingertips, even if the device is unreachable.
- Easily list alerts filtered to their installed base, which can help preempt network disruption by proactively identifying issues and enables them to effectively and efficiently manage and track Cisco security, hardware, and software alerts and Cisco field notices.
- Quickly and easily identify items that are covered (or not covered), and ensure that business-critical assets have the necessary support levels to meet business needs and comply with corporate policies.

- Automatically maintain a comprehensive and up-to-date view of their Cisco installed base, including device and configuration details such as serial number, product ID, operating system version, installed memory and firmware, IP address, and hostname.

Customers can also choose to benefit from the SmartData Advantage feature, which automatically provides diagnostic information - configuration and logging information - to the TAC engineer when the case is started, improving resolution time.

The updated Smart Net Total Care offer includes access to the Smart Net Total Care portal with all the features currently available.

Q. What do existing SMARTnet customers most need to know about this change?

A. They benefit from increased value in Cisco's foundational support service.

- There is no impact on existing contracts, which will remain in force.
- The service description for the SMARTnet SKUs will be updated to provide entitlement to the smart capabilities, allowing customers to take advantage of Cisco smart capabilities at no additional cost.
- SMARTnet service levels and SKUs will change to Smart Net Total Care in the service level/SKU description starting July 27, 2015. These updates are expected to be completed by the end of October.
- Existing SMARTnet SKUs will renew as the updated Smart Net Total Care service.

Q. What do Smart Net Total Care customers need to know about this change?

A. Smart Net Total Care customers need to know that:

- No action is required until renewal.
- All Smart Net Total Care support contracts and functionalities remain in force for the duration of their contracts. Customers with NLS1 service contracts get access to all of the capabilities of Smart Net Total Care along with the full benefit of Cisco assistance in deploying, onboarding, and providing support and installed base reconciliation, which comes bundled with the existing Smart Net Total Care service.
- When intending to renew NLS1 contracts after July 27, 2015, Smart Net Total Care customers can purchase the new optional Smart Assist service to receive assistance for onboarding and optimization.
- Validated legacy Smart Net Total Care/NLS1 quotes can be ordered through September 26, 2015. Starting September 27, 2015, Smart Net Total Care/NLS1 cannot be ordered regardless of when the quotes are created or validated.

Customers no longer need the Cisco collector to benefit from smart capabilities, although they will get the greatest benefit from the service by providing current, complete snapshots of their installed base. Customers will have more choice. They can choose between:

- A self-deployment option with flexible collection methods, which no longer requires Cisco assistance for onboarding and adoption. Smart entitlement includes use of the Cisco CSPC collector software and access to the Smart Net Total Care portal. Support of these smart capabilities is through the Smart Net Total Care community.
- Purchasing the optional Smart Assist service for Cisco assistance with onboarding and optimization.

Q. When will the change take effect?

A. The change will go live July 27, 2015 with the retirement of the SMARTnet name and the introduction of the converged Smart Net Total Care offering.

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- Q.** What is the impact of this convergence on current Smart Net Total Care customers?
- A.** Existing Smart Net Total Care customers will continue to get access to all of the capabilities of Smart Net Total Care, along with the full benefit of Cisco assistance in deploying, onboarding, and providing support and installed base reconciliation, which is included with the existing Smart Net Total Care service for the duration of their current Smart Net Total Care contracts.

After July 27, 2015, at renewal time, current Smart Net Total Care customers can continue to get the same level of service they had been receiving before the services were unbundled, plus installed base reconciliation and additional support assistance, by purchasing the new service, Smart Assist.

- Q.** What is the impact of this convergence on current Smart Net Total Care contracts?
- A.** There is no impact on existing contracts.

Existing Smart Net Total Care device-level contracts will be converted to equivalent converged Smart Net Total Care service levels, and all contracts will remain in force.

Customers will renew with converged service levels starting July 27.

Customers with NLS1 service contracts will continue to receive the same level of support until contract expiration, at which time they can purchase the new Smart Assist service to receive Cisco assistance with onboarding and optimization plus added training and installed base reconciliation.

Effective July 27, 2015, the updated Smart Net Total Care and Smart Assist offers will be available. Validated Smart Net Total Care/NLS1 quotes will have quote protection through September 26, 2015. NLS1 will no longer be orderable starting September 27, 2015.

- Q.** What is the impact on Smart Net Total Care pricing?
- A.** The updated device-level Smart Net Total Care SKUs will be priced the same as the current SMARTnet SKUs. Smart Net Total Care customers will have the opportunity to:
- Keep using the Smart Net Total Care portal with the flexible self-service option
 - Get the optional Smart Assist service, which provides Cisco assistance with onboarding and optimization

- Q.** What is the Cisco Smart Assist service?
- A.** Smart Assist is a service that helps customers get the most from their smart capabilities. Smart Assist delivers Cisco assistance with onboarding, enhanced installed base reconciliation (two times per year, compared with once per year delivered by the current NLS1/Smart Net Total Care after the initial contract year), and day 2 TAC technical support for the portal and collector. Smart Assist accelerates the enablement of smart capabilities.

- Q.** Can customers grant resellers and partners access to the Smart Net Total Care portal on their behalf?
- A.** Customers can grant partners access to the Smart Net Total Care portal with a letter of authorization, and by assigning them a user role within the portal.

The customer may also elect to have the Cisco reseller be the sole interface with Cisco, acting on their behalf in the performance of the Smart Assist service.

- Q.** Where do I go for additional information and resources?
- A.** Information will be available in several places, including regular updates to the [Smart Net Total Care Support Community](#).



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