

Cisco Asset Management Service

FAQ for Cisco Customers

September 2015

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 gain near real-time installed base product visibility across their entire network. The service includes a monthly installed base reconciliation, complete data cleanup, analytics and insights, business reviews, and lifecycle and support coverage management and optimization.

Asset Management Service enables customers to optimize the use of their product investments and make more informed decisions for asset planning and compliance, as well as helping them gain a more proactive posture to reduce risks and support business availability.

Asset Management Service has three levels - Standard, Premium, and Tailored - that offer increasingly personalized services. It can be purchased as a standalone service (with a prerequisite smart-entitled service) or via the Technical Services (TS) Advantage Service, which includes the Asset Management Service Standard level. Asset Management is available for sale effective July 27, 2015 by Cisco or authorized Cisco 1-Tier and 2-Tier Partners globally in all regions where Cisco does business.

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 vs. 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 all Cisco hardware products and a limited number of Cisco software products. The software products include inventory of software licenses, 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.

Q. Does Asset Management Service include assistance with data collections?

A. No, Asset Management Service does not include assistance with Cisco collector installation or ongoing collection uploads to the Cisco Smart Net Total Care™ portal. Customers can purchase the Cisco Smart Assist Service for assistance in installing the Cisco collector as well as technical support for collection uploads to the portal.

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- 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
 - MACDs performed
 - RMA summary
 - High-level view of installed base analysis (results)
 - 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.** What is the difference between Smart Assist Service and Asset Management Service?
- A.** Smart Assist Service and Asset Management Service are complementary services that add value to smart-entitled services, such as Smart Net Total Care. Asset Management Service is a comprehensive and personalized asset management service that provides a designated Asset Manager resource to help customers gain near real-time visibility into their installed base across their entire network through installed base reconciliation, complete data cleanup, business reviews, and contract management. Smart Assist Service provides onboarding, which includes Smart Net Total Care portal registration, Cisco collector deployment, and smart capability training, as well as twice-yearly installed base reconciliation for limited information that is included only in the Smart Net Total Care portal, and Cisco Technical Assistance Center (TAC) technical support for the portal and collections.
- Q.** How does Asset Management Service align to TS Advantage?
- A.** Asset Management Service is a complementary service and is included with TS Advantage contracts. Combined, the service provides a premium level of personalized support based on operational outcomes as well as proactive asset management.
- 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 into your Cisco products as well as knowledge and expertise in Cisco products and, when combined with an internal asset management system, can deliver a more complete view of your network environment.
- Q.** Where can I purchase Asset Management Service?
- A.** Asset Management Service can be sold by Cisco or Cisco 1-Tier and 2-Tier Partners as a Cisco branded service offering.

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- 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 purchased the trial version of Asset Management Service, will I automatically be migrated to Asset Management Service when it becomes available on July 27, 2015?
- A.** No. Your contract will not automatically migrate from Asset Management market trial to Asset Management Service. At your market trial renewal, you can purchase Asset Management Service or TS Advantage to receive service entitlement.
- 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. The TS Advantage contract will then be priced as normal.
- Q.** What if I purchase TS Advantage and receive the Asset Management Service Standard level but want to upgrade to the Premium or Tailored level?
- A.** If you purchase TS Advantage and want to upgrade from the Asset Management Service Standard level to the Premium or Tailored level, 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.



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