Cisco Smart Assist Service

FAQ for Cisco Customers

July 2015

This document addresses commonly asked questions about the Cisco® Smart Assist service.
**Smart Assist Overview**

Cisco® Smart Assist Service (Smart Assist Service) is a new service offering that adds value to Cisco smart-entitled offers. Smart Assist is a remote consultative and support engagement for customers who have Cisco smart-entitled offerings and want assistance to install, enable smart capabilities - and accelerate the time to value from using smart capabilities.

Smart Assist includes remote assistance for onboarding, which includes installing the Cisco collector, registering and accessing the Cisco Smart Net Total Care™ (SNTC) portal, smart capability utilization training, twice-per-year installed base reconciliation (data cleansing), and Cisco Technical Assistance Center (TAC) technical services support for the SNTC portal and collections. These services are designed to help customers accelerate the time to enable smart capabilities and fully use them to achieve business outcomes faster.

Smart Assist is the replacement for SNTC/NLS1, which will no longer be available for purchase or renewal starting on September 27, 2015 as a result of the convergence of the Cisco SMARTnet™ and Smart Net Total Care services. Smart Assist is available for sale starting on July 27, 2015.

**Q.** What are the expected benefits from using Smart Assist?

**A.** Smart Assist provides onboarding assistance (Collector installation, Smart Net Total Care portal set up and smart capabilities training), twice-per-year installed base reconciliation, and ongoing Cisco TAC assistance for portal and collections. This service helps customers accelerate the time to start using smart capabilities. By speeding the time to enable smart capabilities, you can speed the time to gain visibility into your installed base and realize the business benefits of using smart capabilities - such as operational efficiency, faster time to resolve problems, improved compliance, and lower risks - sooner. And with periodic data reconciliation, as well as ongoing technical support for portal and collections, you can rest assured that you will have the support you need to continually receive value from your smart capabilities.

**Q.** If I have already purchased Smart Net Total Care and installed the Cisco collector, what is the value of purchasing Smart Assist?

**A.** Smart Assist provides additional guidance on uploading collector or other data to the SNTC portal as well as additional training on how to use smart capabilities. It also provides enhanced installed base reconciliation (twice per year) and TAC technical support for the SNTC portal and collections. The updated Smart Net Total Care service includes only community support for SNTC portal and collections.

**Q.** How does Smart Assist affect my existing SNTC/NLS1 contract?

**A.** Your existing SNTC/NLS1 contract will be supported until the contract expires. Smart Assist is a replacement for SNTC/NLS1, which will retire effective September 27, 2015 due to the convergence of SMARTnet and Smart Net Total Care under the Smart Net Total Care name. At renewal, or earlier beginning July 27, 2015, you can purchase the prerequisite Smart Net Total Care or other smart-entitled service offering as needed as well as the Smart Assist service to continue to receive onboarding, installed base reconciliation, and technical support for portal and collections - plus enhanced services (one additional installed base reconciliation per year and expanded smart capabilities training).

**Q.** Is there a difference between SNTC/NLS1 and Smart Assist?

**A.** Smart Assist includes all the elements of SNTC/NLS1 - onboarding assistance (installation and training), product installed base data reconciliation, and TAC technical support for the SNTC portal and collections - plus expanded features, including additional smart capabilities training and one additional installed base reconciliation per year (for a total of twice per year).
Q. What is the difference between Smart Assist and Cisco Asset Management Service?
A. Smart Assist and Asset Management are complementary services that add value to smart-entitled services. Asset Management 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 Cisco product installed base across their entire network through monthly installed base reconciliation, complete data cleanup, business reviews, and contract management. Smart Assist provides onboarding, which includes SNTC portal registration, Cisco collector deployment, smart capability training, twice-per-year installed base reconciliation for limited information that is included only in the SNTC portal, and TAC technical support for the portal and collections.

Q. What is installed base reconciliation?
A. Installed base reconciliation compares customer information in the SNTC portal to Cisco databases to identify data discrepancies (such as missing information, support contract duplications, moves/adds/changes/deletes, etc.) and provides corrections. Smart Assist installed base reconciliation is performed twice per year and includes limited corrections, a report of the corrections made, and recommendations for additional corrections where possible.

Q. How can I purchase Smart Assist?
A. You can purchase Smart Assist directly from Cisco and from Cisco 1-Tier and 2-Tier Partners.

Q. If I currently use SNTC/NLS1, can I purchase Smart Assist before my renewal?
A. Yes, beginning on July 27, 2015, you can purchase Smart Assist before your SNTC/NLS1 renewal date.

Q. Once I purchase Smart Assist, why would I need to renew it in subsequent years?
A. Smart Assist provides one-time onboarding assistance as well as periodic and ongoing services. In subsequent years, you can receive assistance for installing additional Cisco collectors if needed, twice-per-year installed base reconciliation support, and ongoing TAC technical support for the portal and collections.

Q. How can I find more information on Smart Assist?
A. You can learn more about the Smart Assist service as well as the updated Smart Net Total Care service and migration from SNTC/NLS1 to Smart Assist by contacting your account representative or Cisco partner. You can also reach out to smartassist@cisco.com for questions or additional information.