

SMS3

Making It Easier To Do Business



Improving and simplifying the sale and management of Cisco Service Contracts.

To help 2-tier partners drive profitability and increase efficiency, Cisco has created a new web-based tool called SMS3. As part of this initiative, Cisco will be bringing the sale of Packaged Services to an end as of **31 October 2007**, which will be replaced by the Enterprise Price List in Europe, Russia, CIS, Middle East and Africa.

What is SMS3?

SMS3 consolidates multiple quoting and ordering applications (specifically SMS1R and SMS2) into a single quoting tool.

SMS3 delivers a consistent global, scalable and streamlined method to configure, order, manage and register new and renewal services based on the Enterprise Price List.

Making it easier to do business – the benefits of SMS3

SMS3 has been created to increase the ease of doing business with Cisco. Specific benefits include:

- Same day contract entitlement
- Auto-registration – up to 100% registration rate
- All users have access to the quote
- Service validations done prior to the order – reduces returns requests
- Co-term pricing and multi-year discounts are automatically calculated
- Multinational/theater pricing is enabled
- Very efficient renewal process
- No Virtual or Packaged tokens an end to token and shell administration

“We are delighted with the new system. We have never sold so much service.”

Erik Gull, Solar Danmark A/S

Q&A

Q. How do I apply for access to SMS3?

A. Partner organisations must be Registered Cisco Partners and in order to access SMS3:

Step 1 – Register on Cisco.com: <http://www.cisco.com/register>

Step 2 – Apply to the Registered Partner Program:

<http://www.cisco.com/web/partners/pr11/pr193/application.html>

Step 3 – Register for access to SMS3: <http://www.cisco.com/go/ssc>

Open a Case and select Topic: Service Tools – SCC Quoting-Indirect Resellers SMS3 – Access – New SMS3 Ciber User

Enter Subject: 'SMS3: Access Request for Reseller'

Enter Question: 'SMS3 access required for Username X, existing contract number Y'.

Q. What training is available on SMS3?

A. **Webinars** on how to use the SMS3 tool are running every day until Wednesday 31 October. Sessions are available in English, French, Spanish, German, Italian, Swedish, Greek and Dutch and last approximately 1 hour.

Partners can register at <https://programs.regweb.com/cisco/16900/index.cfm>:

Self-paced training can be found at the Service Contract Centre. See the February 2006 Releases at http://www.cisco.com/public/scs/help/help_index4.html

Q. Where can I download an SMS3 User Guide?

A. Reseller User Guide:

http://www.cisco.com/public/scs/help/SMS3/sms3forHani/SCCquotingUserGuide_reseller_ga_v1b.pdf

Distributor User Guide:

http://www.cisco.com/public/scs/help/SMS3/sms3forHani/SCCquotingUserGuide_disti_ga_v1b.pdf

Q. What do I do if I have a question about SCC?

A. There are a number of resources available:

Option 1: Check the Reseller and Distributor User Guides (see above)

Option 2: Open a support case through SMS3 – you can open a support case from any location within SMS3 by clicking the *Feedback* link at the top of the page

Option 3: Open a support case through Service Support Center directly at

<http://www.cisco.com/go/ssc>

FOR MORE INFORMATION

For more information about SMS3, see your Cisco Internal Account Manager for Services or visit

<http://www.cisco.com/public/scs/>