



Training Materials Now Available to Learn about the Updates Made to SCC for Indirect Resellers and Distributors (also known as SMS3)

Cisco plans to provide you with a solution in which your needs are met efficiently in a collaborative environment with proactive support, simplified processes, and efficient account management.

Updating your current tool is the first step in providing you with the next generation of service management. SCC for Indirect Resellers and Distributors (SMS3) will be updated as of May 11, 2008.

What are the enhancements?

- We will be migrating to the Cisco Service Contract Center Online Contract Management (OCM) system and will no longer be using the Contract Management tool in SCC for Indirect Resellers and Distributors (SMS3). This change will provide enhanced contract management capabilities such as customizable search filters, an address book, additional move capabilities, and an expanded Advanced Search feature, including line-level searches.

What will you continue to do the same as you do today?

- Continue to use the quoting and ordering function in the SCC tool the same way you do today.
- Renewal quotes can still be generated from the SCC Quoting and Ordering tab or through Renewal Business Summary. You will not be able to generate a renewal quote in Cisco Service Contract Center OCM.

To access training on the SCC tool and its new Contract Management, click the following URL:

<http://www.cisco.com/web/partners/services/resources/csc/sccnq/>.

Reference training materials will be available in the following languages: Korean, Mandarin, Turkish, LATAM Spanish, Russian, Portuguese, Polish, Hungarian, Czech, Arabic, Italian, German, French, Spanish (Spain).

Cisco will continue to provide further updates on support and other enhancements in future communications.