



Important Notice: SCC for Indirect Resellers and Distributors (SMS3)

Dear Partner,

As part of our ongoing effort to provide you with the best possible experience, we are currently implementing a series of changes to the processes, policies and IT systems that support our business relationship.

Earlier this month we migrated our SMS3 application, which supports our Distribution and reseller business globally, to a new, more robust environment that will deliver greater stability and, ultimately, a better user experience.

While the majority of orders placed are now proceeding smoothly through our systems, we are aware of a set of issues which have caused delays to a higher percentage of orders than any of us are comfortable with.

We can assure you that the issues causing the majority of the delays are being treated as a “**Priority 1**” case within Cisco Services, and our teams are working around the clock to resolve.

New Updates to the tool

On June 1 2008, the following updates were made to our current Service Management Tool – SCC for Indirect Resellers and Distributors (SMS3).

- You will migrate to Cisco Service Contract Center Online Contract Management (OCM) and will no longer manage contracts within SCC for Indirect Resellers and Distributors. This update will provide the following:-
 - Contract management enhancements
 - Customizable search filters and expanded advanced search feature
 - An address book
 - Additional move capabilities
- You can access SCC for Indirect Resellers and Distributors at its new URL: <https://tools.cisco.com/scc>.

For more information on the updates to the SCC tool [click here](#) or visit the [training website](#).

The following features will remain the same:-

- You will continue to use quoting and ordering functionalities in SCC for Indirect Resellers and Distributors as you do today.
- Renewal quotes will still be generated from the Quoting and Ordering tab in SCC for Indirect Resellers and Distributors or through Renewal Business Summary, not within CSCC OCM.

Should you need support on SCC for Indirect Resellers and Distributors, please continue to open a case with [Service Support Center](#) as you do today.

Thank you for your continued support and patience as we work through the current SMS3-related issues.