

## Cisco Smart Net Total Care Service



### Benefits and Target Customers

- Q.** What is the Cisco Smart Net Total Care™ Service?
- A.** Cisco® Smart Net Total Care (SNTC) provides industry-leading technical support along with entitlement to smart capabilities that can simplify incident management and provide additional tools for service coverage management, security and product alerts, and product lifecycle management. This proactive maintenance package helps mitigate risk, resolve problems faster, and improve operational efficiency.
- Q.** What are the benefits of Smart Net Total Care for my customer?
- A.** Smart Net Total Care offers both award-winning technical support services and entitlement to smart capabilities that enable your customer to:
- **Resolve problems faster:** Identify issues quickly and simplify incident management processes to reduce downtime and improve business continuity.
  - **Reduce risk:** Reduce the risk of downtime to help maintain network availability and performance.
  - **Increase operational efficiency:** Proactive management and automated processes mean fewer support resource requirements and lower OpEx for managing the network.
- Q.** Why should a partner add Smart Net Total Care to its portfolio of service solutions?
- A.** As a Cisco Service, Smart Net Total Care lets you quickly go to market delivering award-winning technical services to your customers. You can target your Cisco product customers, attach support service, provide more business value, and gain incremental recurring revenue. By reselling Smart Net Total Care, your organization can:
- Improve revenue by attaching service to all products at point of sale
  - Sell new Cisco products to replace your customers end-of-support products
  - Easily identify service, device replacement, and upgrade opportunities
  - Lower cost: Quickly verify your customer's inventory for faster renewals with less effort
  - Create new service opportunities: Assist with lifecycle and renewal planning, upgrade assessments, and technology migrations
  - Strengthen customer relationships: Move your sales discussions from transactional to business focused

**Note:** Some of the value proposition points described here require that the partner be granted access to the customer's Smart Net Total Care portal. Granting access to the Smart Net Total Care portal is the customer's choice. The customer administrator may choose to provide access to only a subset of reports. In no event will a partner be able to see contracts resold by other partners.

- Q.** Who is the target customer for Smart Net Total Care?
- A.** Smart Net Total Care is the foundational support service for all Cisco devices. The target customer has the following characteristics:
- Any size business, any number of Cisco devices
  - The network is critical to their business operation and success
  - Skilled in-house IT staff want direct anytime access to Cisco engineers to speed problem resolution
  - Requires flexible device-by-device coverage levels to meet their specific network needs
  - Need real-time troubleshooting, proactive notifications, and premium service-level options to support their critical business network

Smart capabilities may have special appeal to customers with:

- Large, complex, or dynamically changing base of Cisco devices
  - Rapid network growth, such as a recent acquisition
  - Network redesign and consolidation as the result of a corporate merger
  - New technology purchase plans and the need for an inventory of the systems currently in place
  - Understanding of the value of up-to-date asset information, but currently relies on manual processes
- Q.** What expectations should I set with my customer?
- A.** Smart Net Total Care includes the same foundational technical services previously delivered in Cisco SMARTnet™ Service:
- Access to Cisco Technical Assistance Center (TAC) 24 hours a day, 365 days a year
  - Online technical resources
  - Advance hardware replacement
  - Eligible software updates

All existing SMARTnet customers become smart entitled, which provides them access to capabilities that work with the foundational support capabilities just listed to help simplify incident management and manage product and security alerts, service coverage, and product lifecycles. Smart entitlement includes use of the Cisco CSPC collector software and access to the Smart Net Total Care portal. Support for these smart capabilities is through the Smart Net Total Care community. Assistance with onboarding these smart capabilities is available through the Cisco Smart Assist Service.

- Q.** What is Cisco Smart Assist Service?
- A.** Smart Assist is a service that helps customers get the most out of their smart capabilities. Smart Assist delivers Cisco assistance with onboarding, enhanced installed base reconciliation (two times per year, compared with once per year delivered by the current Smart Net Total Care/NLS1 after the initial contract year), and day 2 TAC technical support for the portal and collector. Smart Assist accelerates the enablement of smart capabilities. To learn more about Smart Assist, go to the [Partner Smart Assist Community](#). Questions may be addressed to [smartassist@cisco.com](mailto:smartassist@cisco.com).
- Q.** How does Smart Net Total Care compare to Partner Support Service (PSS) and Smart Care? Why would I sell one versus the other?
- A.** Smart Net Total Care is a Cisco branded service, sold by Cisco and its partners and delivered by Cisco to customers. PSS is a Cisco collaborative services that eligible partners purchase from Cisco and use as a component within their own value-added service offerings. The decision about which Cisco Services to sell is based on the partner's eligibility and business model as well as the customer's preference.

### Installed Base Information and Cisco Devices Supported

- Q.** What kind of information is provided by Smart Net Total Care, and how does the customer access it?
- A.** Smart Net Total Care reports with detailed inventory data, alert information, lifecycle status, and contract coverage are available through a secure web portal and can be viewed online or downloaded for further analysis.
- Q.** What devices are supported? Can Smart Net Total Care support all Cisco devices?
- A.** Smart Net Total Care provides comprehensive coverage of Cisco devices. Refer to the [Smart Net Total Care Product ID \(PID\) Checker](#) for the complete list.

### Working with Your Customer in the Portal

- Q.** How does a partner get access to customer reports?
- A.** Customers can grant their partner access as a CBR administrator or CBR user. We recommend that you discuss access and agree on the right to access the reports with your customer during the presales phase. Partner access is set up by the customer in the Smart Net Total Care portal when the service is initially deployed. More information about this capability is available in the online help section in the portal.
- Q.** Can partner access to reports be granted after the sale?
- A.** Yes. The customer delegated administrator can grant access to a partner at any time while the account has an active Smart Net Total Care contract with that partner.
- Q.** What is displayed in the portal to partners when more than one partner has sold service contracts for a customer's installed base?
- A.** On the Smart Net Total Care portal, partner employees that have been granted access can view the installed base, contract information, and product alerts, depending on the level of access granted. Partners will see customer device information, but will never see details for contracts they did not sell to the customer.

The customer can grant letter of authorization (LOA) access to a preferred partner. This enables the partner to view additional information about Cisco brand contracts for which the partner is not the reseller. With an LOA, the partner will be able to view the current:

- Service level
- Service program
- Service end date
- Site location

The partner will not be able to see other contract-related fields, including the service start date, incumbent partner name, or current contract discount.

### Quoting, Ordering, Discounts, and Rebates

**Q.** How are quoting and ordering handled?

**A.** Quoting and ordering are handled through standard Cisco commerce tools, using Global Service Pricing (GSP). Refer to the [Smart Net Total Care Ordering Guide](#) for details and step-by-step instructions.

**Q.** What discounts and rebates apply to Smart Net Total Care?

**A.** The same discounts and rebates that apply to Cisco branded services also apply to Smart Net Total Care. Refer to the [Cisco Services Partner Program](#) for details.

**Q.** What do I order for a new Smart Net Total Care customer?

**A.** For a new Smart Net Total Care customer, order the device-level SKUs for each hardware device. The customer is entitled to smart capabilities.

Refer to the [Smart Net Total Care Ordering Guide](#) for details.

**Q.** Is Smart Net Total Care available globally?

**A.** Yes, Smart Net Total Care is available for resale wherever Cisco does business. To verify the service-level availability in your region, check [Cisco's Service Availability Matrix](#).

### For More Information

Visit the [Resources for Partners section](#) of the Smart Net Total Care webpage.



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