



## Service Description: Asset Management Service

This document describes Cisco's Asset Management Service.

**Related Documents:** This document should be read in conjunction with the following documents also posted at [www.cisco.com/go/servicedescriptions/](http://www.cisco.com/go/servicedescriptions/): (1) Glossary of Terms; (2) List of Services Not Covered; (3) Severity and Escalation Guidelines; and (4) Service Description: Cisco Smart Assist Service. All capitalized terms in this description have the meaning ascribed to them in the Glossary of Terms.

**Direct Sale from Cisco.** If you have purchased these Services directly from Cisco, this document is incorporated into your Master Services Agreement (MSA) with Cisco. In the event of a conflict between this Service Description and your MSA, this Service Description shall govern.

**Sale via Cisco Authorized Reseller.** If you have purchased these Services through a Cisco-Authorized Reseller, this document is for description purposes only; is not a contract between you and Cisco. The contract, if any, governing the provision of this Service will be the one between you and your Cisco Authorized Reseller. Your Cisco Authorized Reseller should provide this document to you, or you can obtain a copy of this and other Cisco service descriptions at [www.cisco.com/go/servicedescriptions/](http://www.cisco.com/go/servicedescriptions/).

This Asset Management Service is intended to supplement a current support agreement for Cisco products and is only available where all Product(s) in Customer's Network are supported through a minimum of core services such as Cisco's Smart Net Total Care (SNTC) / SP Base and Software Application Services, as applicable. Cisco shall provide the Asset Management Service described below as selected and detailed on the Purchase Order for which Cisco has been paid the appropriate fee. Cisco shall provide a Quote for Services ("Quote") setting out the extent of the Services that Cisco shall provide and the period during which such Services shall be provided. Cisco shall receive a Purchase Order that references the Quote agreed between the parties and that, additionally, acknowledges and agrees to the terms contained therein.

**Service Summary.** Cisco's Asset Management Service is available in three service levels that offer increasingly personalized attention and designed to aid the Customer's asset management improvement efforts. Each service level extends the coverage of the previous level.

- Asset Management Standard

- Asset Management Premium
- Asset Management Tailored

All three Asset Management service levels include the standard Cisco Smart Assist Service deliverables.

**Cisco Responsibilities.** Cisco's Asset Management Service consists of the provision of Services described below, where available which Cisco shall provide for the Customer's Network during Normal Business Hours (unless stated otherwise). Services provided by Cisco are remotely delivered unless otherwise noted.

As of March 28th, 2017,

- New customers and existing customers, upon renewal, will be able to take advantage of new service capabilities that help to measure and track the value a customer is realizing from the service.
  - Cisco will measure the value of using Asset Management Service on Customer Prioritized Business Outcomes.
  - Asset Management Service will use metrics to measure impacts and quantify the benefits and improvements achieved over time on desired customer business outcomes.

### Cisco Asset Management Standard

1. Asset Manager. Cisco will designate an individual ("Asset Manager") to identify Cisco service contracts under which Customer's installed base is being supported by Cisco and support the activities identified below. The type of service contracts identified will include amongst other services, Hardware support contracts (e.g. SNTC), Software support contracts (e.g. Software Application Support-SAS, SWSS) as well as other technical support services such as Partner Support Service (PSS), Combined Services, Technical Services Advantage (TSA), and Solution Support will be covered. One or more of the following sources will be used for contract identification:

- Common Services Platform Collector (CSPC)
- Cisco Service Contract Center (CSCC)
- C3 Database
- 360 IB View
- Know The Network (KTN) Reports

- Customer provided Configuration Management Database (CMDB)
2. Smart Assist Service. Cisco's Asset Manager (AM) will coordinate with the Smart Assist Team for the delivery of Cisco's Smart Assist Service as shown at: [http://www.cisco.com/c/dam/en\\_us/about/doing\\_business/legal/service\\_descriptions/docs/smart-assist-service.pdf](http://www.cisco.com/c/dam/en_us/about/doing_business/legal/service_descriptions/docs/smart-assist-service.pdf), incorporated herein by reference.
  3. MACD Activities. Cisco AM will perform the following "move, add, change and delete" (MACD) coordination, follow-up, and validation activities:
    - Changes in contract for service level, covered products, configuration, termination.
    - Site changes including creating sites for new locations, providing new site IDs for missing locations in contracts, terminating invalid customer sites or dummy sites, site location updates in case of site movement of inventory, site address corrections.
    - Move items across contracts.
    - Analyze opportunities for contract consolidation and co-termination.
    - Access management – grant / remove / deny access to contracts.
    - These updates to occur no more than once per month.
  4. Installed Base Cleanup. Cisco's AM will review the installed Cisco hardware and software on Customer network ("Installed Base") and perform the following Installed Base (IB) management/cleanup activities:
    - Analyze IB data and build plan to manage duplications. Identify duplicate devices and correct C3 data, as needed.
    - Serial Number Validation.
    - Correct the Customer's support contracts for the following issues:
      - a. \$0 Card/Modules: Link Parent/Child and add to contract, if applicable. (Analyze and Correct)
      - b. \$Priced Card/Modules: Link Parent/Child if there is Contract Bill-To and Service-Level match. (Analyze and Correct)
    - Coordinate and validate contract updates for RMAs based on reports provided by:
      - a. Cisco's High Touch Operations Management (HTOM) service if the Customer has purchased HTOM service.
      - b. Customer detailing the serial numbers removed and replaced with RMA's.
- Provide Last Day of Support (LDOS) data for an opportunity to refresh technology.
  - Analyze and build plan to correct End-of-Support (EOS) Devices: De-link Parent/Child in case of EOS mismatches.
  - These updates to occur no more than once per month.
5. Quoting:
    - Cisco AM will assist Cisco account teams to resolve errors regarding non-quotable items, performing analysis and providing recommendations to remedy errors.
  6. Reporting:
    - Cisco AM will provide, up to two each, of both i) a consolidated IB inventory report from various sources used to identify service contracts as mentioned above; and ii) upcoming service contract expiration/service renewals report. These reports will be presented remotely by the AM to the Customer twice per year as part of a scheduled Installed Base (IB) Business Review.
  7. Contract Entitlement:
    - Cisco AM will assist with follow up, validation, and escalations for contract entitlement related issues.

<b>Cisco Asset Management Premium</b>
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1. Asset Manager: Same as in Standard.
2. Smart Assist Service. Same as in Standard.
3. MACD Activities: Same as in Standard, except:
  - These updates to occur up to once per month.
4. Installed Base Cleanup: Same as in Standard, except:
  - These updates to occur up to once per month.
5. Quoting: Same as in Standard.
6. Reporting: Same as in Standard, except:
  - The IB inventory report and upcoming renewals report will be provided quarterly.
  - The Customer will have the option to customize the reports and analytics to more closely address their specific needs.
  - The Asset Manager will present the IB Business Reviews quarterly while onsite at the Customer's pre-specified location.

- The Customer will have the option to customize the IB Business Review to highlight their key areas of interest.

7. Contract Entitlement: Same as in Standard.

related activities and generally for commercial and business purposes. To the extent any collected information is deemed Confidential Information, Cisco will protect the information consistent with the terms of the Agreement between the parties and Cisco's data retention policy.

#### **Cisco Asset Management Tailored**

1. Asset Manager: Same as in Premium, except:
  - Asset Manager will be located locally to the Customer's pre-specified location.
  - Asset Manager will be a staff augmentation offer.
  - Asset Manager will be available to visit the Customer onsite up to once per week.
2. Smart Assist Service. Same as in Standard.
3. MACD Activities: Same as in Premium, except:
  - Asset Manager will work with the Customer and the various Cisco organizations to design and document a high-level MACD process and governance to ensure optimal performance.
4. Installed Base Cleanup: Same as in Premium.
5. Quoting: Same as in Premium.
6. Reporting: Same as in Premium, except:
  - The IB inventory report and upcoming renewals report will be provided monthly.
  - The Asset Manager will present the IB Business Reviews monthly while onsite at the Customer's pre-specified location.
7. Contract Entitlement: Same as in Premium.

#### **Customer Responsibilities**

1. Provide necessary information about Installed Base to the Asset Manager to complete the IB Inventory report.
2. Designate a representative to act as the primary interface with Cisco. This representative will work with Asset Manager to resolve any issues related to the Asset Management Service.
3. Customer will attend scheduled conference calls and/or respond to emails as required by Cisco to complete asset management activities.
4. Customer will allow Cisco to use the collected information and related data in connection with performance of the Service described herein, to recommend additional products/services to assist Customer in the execution of