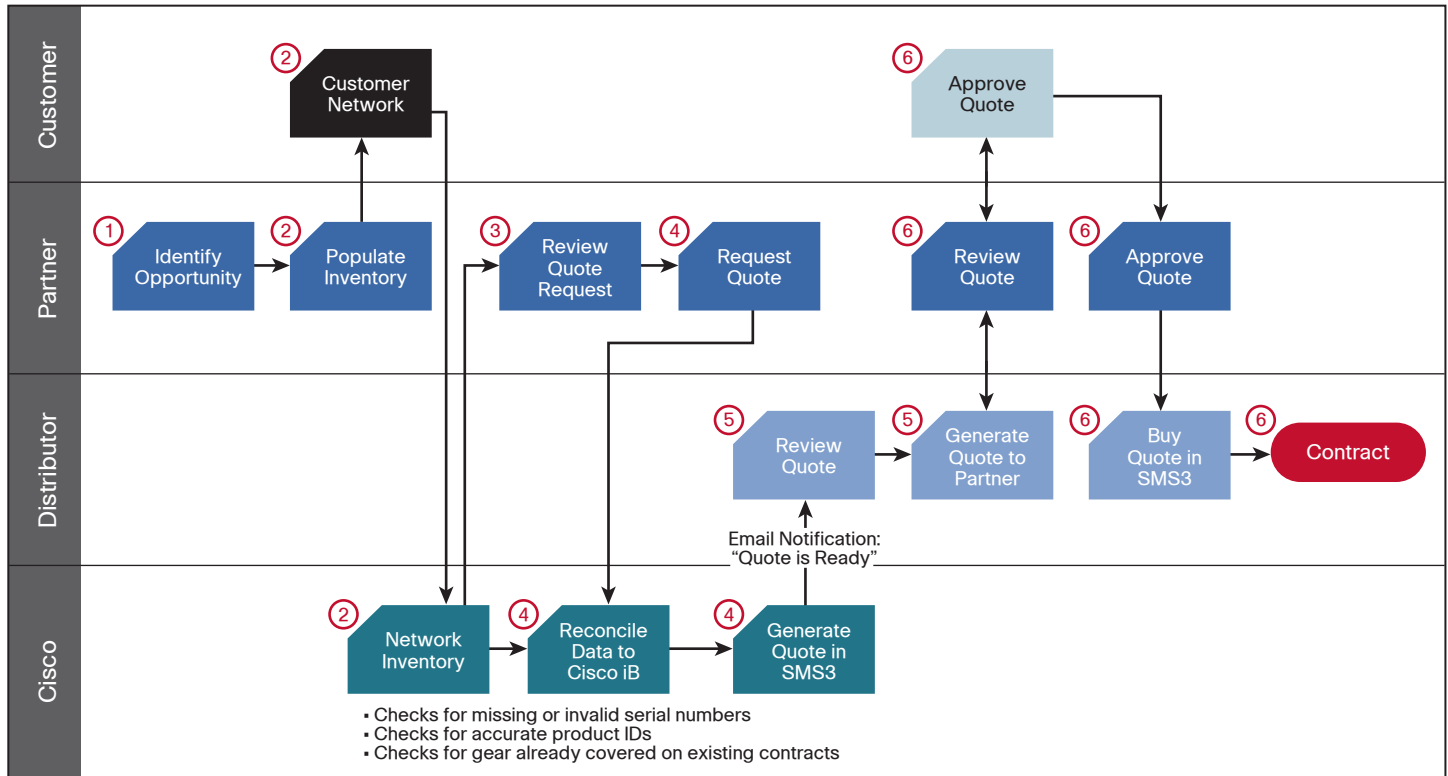


Cisco Smart Care Service

Quoting and Ordering Process



1 Partner identifies a customer opportunity, logs into the Smart Care Control Panel, and adds the new customer as a presale opportunity.

2 There are two methods to populate the SC inventory.
 (1) Using the Smart Care Network Client software, installed on the partner's laptop, the partner runs discovery and inventory processes to identify qualified commercial class Cisco® devices on the customer's network. The discovered data is filtered and stored in the network inventory.
 (2) The partner may choose to manually populate the inventory. The completed inventory can be viewed or modified (devices can be added or removed manually) in the Smart Care Control Panel.

3 The provisional quote is the cost of covering the network with an annual subscription contract. The partner logs into the Control Panel, selects a customer's network inventory, pushes a button to generate the provisional quote, and views the price for the annual service contract. The provisional quote is for budgetary purposes.

4 After viewing the provisional quote, the partner can request a quote for an annual network-level service contract. This is done by clicking a button to submit the quote request. The inventory data is reconciled against the Cisco installed base to check for missing or invalid serial numbers, accurate product IDs, and to identify if any devices that are already covered on existing contracts. A quote will be generated within 24 hours, including all available valid data. Any devices that failed the above mentioned checks that are not resolved in the 24 hour period will not be included in the quote. Smart Care will notify the distributor and the partner by email when the quote is available. The quote in SMS3 is good for 60 days from date of creation.

5 The distributor reviews and/or downloads the quote and modifies it to include their value-added services before presenting the quote to the partner for approval.

6 The partner reviews the quote and presents their proposal to the customer for approval. The partner informs the distributor that they want to buy, and the distributor buys the quote in SMS3. A contract is issued for the partner/customer network, and an email notification is sent out when the contract has been created.

**This quick reference guide does not include the use of the Estimates Tool.