Cisco Smart Assist Service v1.1

Tier 1 and Tier 2 Partners and Distributors

This set of questions and answers addresses commonly asked questions for Cisco® Smart Assist Service v1.1.

The information in this Q&A is Cisco Confidential for Tier 1 and Tier 2 partners and distributors.
Do not distribute.

Smart Assist Overview

Cisco Smart Assist Service (Smart Assist) is a value-added service for Cisco smart-entitled offers, such as Smart Net Total Care™ and SP Base. The service provides assistance to enable and support Cisco smart capabilities (for example, Smart Net Total Care portal and collections). Smart Assist Service helps customers speed the time to gain insights into their Cisco installed base. By speeding the time to gain insights, customers can make smarter decisions sooner, and faster decision making leads to faster time to realize value.

Smart Assist is a Cisco Branded Service and available for resell by Tier 1 and Tier 2 partners and distributors. The service enables partners to expand service resell opportunities and revenue, engage with customers and deliver value-added services around smart capabilities, and help customers use and adopt smart capabilities.

Smart Assist includes assistance to deploy the Cisco Common Service Platform Collector (CSPC), access the Smart Net Total Care portal, upload collections to the portal, learn how to use smart capabilities, manage and optimize collections, identify and clean data discrepancies that might exist in the portal and Cisco contract database, and obtain support for using and adopting portal and collection capabilities.

The newest release of Smart Assist, v1.1 includes additional enhancements, such as ongoing support to help customers adopt smart capabilities and realize their fullest value. It also includes training and guidance about collections management and best practices to optimize collections. Smart Assist v1.1 is included in Asset Management Service and TS Advantage Technical Service.

Smart Assist Entitlements and Benefit

Q When will Smart Assist Service v1.1 be launched?

A Smart Assist v1.1 will be launched for general availability on May 9, 2016.

Q What are the new features in Smart Assist v1.1?

A Smart Assist v1.1 includes added enhancements such as ongoing support from Cisco resources to assist customers in adopting smart capabilities and using them to their fullest. Along with once per year new and refresh training on Smart Net Total Care portal and collections capabilities and TAC technical support for portal and collections, support for smart capabilities adoption makes sure that customers maximize the value of using smart capabilities. Additional v1.1 enhancements include the ability to use one contract vehicle to purchase Smart Assist Technical Services with Cisco's Advanced Service offers. This provides ease and simplicity of ordering and contract management.

Q What is collections management?

A Collections management helps customers define the amount and type of product inventory they want to collect and view in the Smart Net Total Care portal. Collections management takes place during initial enablement of the service (year one) and at the beginning of each renewal period.

Q Why would my customer not want to view all available collections possible?

A Some customers might want to collect and view certain or limited data in the Smart Net Total Care portal. This might include data that has security or privacy restrictions or data for various company entities or business units that the customer would not like to view.

Q What are smart capabilities?

A Smart capabilities are automated capabilities, such as collections capabilities via the Cisco Software Collector (CSPC) and file uploads and third-party collector products, product and security alerts, and diagnostic data to simplify incident management. Smart capabilities are delivered through the Smart Net Total Care portal. The portal provides up-to-date information about a customer's installed base, including service coverage, product lifecycle information, and relevant security and product alerts.

Q What are the benefits of using smart capabilities?

A Smart capabilities provide customers with valuable information about their products and contracts, such as what Cisco products they own, if the products have service coverage or not, if there are any product or security alerts relevant to the installed base, and if any products are nearing or at last date of support. With this information, customers can make informed, smart decisions about their products and contracts. Smarter decisions drive smart outcomes such as operational efficiency, risk mitigation, and support for compliance and business availability.

Q What is Smart Assist's value to customers?

A Smart Assist provides assistance to enable and support smart capabilities that help customers accelerate the time to use smart capabilities. By doing so, customers speed the time to gain installed base visibility. This in turn enables faster time to make smart decisions and realize their benefits sooner.

Q How does Smart Assist benefit partners?

A Partners can resell Smart Assist as a Cisco branded service and enhance service resell opportunities and revenue; provide customers with complementary, value-added services; engage and deepen relationships with customers; and help customers get the most value from their investments in Cisco products and services.

Q What is Smart Assist installed base reconciliation?

A Installed base reconciliation takes customer information in the Smart Net Total Care portal, compares that information to Cisco's contract database, identifies data discrepancies (for example, missing or inaccurate information such as support contract duplications), and provides corrections. Smart Assist installed base reconciliation is performed twice per year for standalone Smart Assist contracts and includes limited corrections, a report of the corrections made, and recommendations for additional corrections where possible.

Q What is the difference between Smart Assist and Cisco Asset Management Service?

A Smart Assist Service and Asset Management Service are complementary services and value-added offerings for smart-entitled services, such as Smart Net Total Care (SNTC). Asset Management Service is a comprehensive and personalized service that provides a designated asset manager resource to help customers proactively manage assets and gain installed base visibility across their entire network through installed base reconciliation, complete data clean-up, business reviews, and contract management. Smart Assist Service provides smart capabilities enablement, which includes SNTC portal registration, Cisco CSPC Software Collector deployment, smart capability training, installed base reconciliation for limited information that resides in the SNTC portal only, TAC technical support for portal and collections, and ongoing support to make sure of smart capability adoption.

Q What if my customer wants to deploy more than three collectors? Will Smart Assist assist?

A Smart Assist includes deployment assistance for up to three Cisco software collectors (CSPCs) per year. Customers can obtain assistance to deploy more than three CSPCs per year by purchasing optional-for-fee deployment assistance per individual collector over three by using the CON-CSAS-ADD SKU.

Q Does Smart Assist support third-party collectors such as Netformx or Solar Winds?

A The Smart Net Total Care portal supports collections via Cisco Software Collector (CSPC), third-party products such as Netformx or Solar Winds, and file uploads. Smart Assist provides assistance to deploy CSPC. The service provides guidance and support on how to upload third-party collectors and database file uploads to the portal. Third-party product support is not provided.

Q What is the value of purchasing Smart Assist for customers who have already installed the Cisco collector?

A Smart Assist provides ongoing value beyond initial enablement, including deployment assistance for up to three instances of the CSPC per year, as well as new/refresh training once per year, once per year guidance on collections management, database cleaning (installed base reconciliation), TAC technical support for SNTC portal and collections, and ongoing support to make sure that customers adopt smart capabilities.

Q Can partners access the Smart Net Total Care (SNTC) portal on behalf of a customer?

A Customers can grant partners user access to the SNTC portal, where partners can see contract information for contracts that they have resold. For devices resold by another reseller, they will see network-level information (hostname, IP address) for the devices, alerts that affect the devices, and whether the devices are covered by a service contract. If a customer provides letter of authorization (LOA) access to the portal for the partner, Cisco will share four additional fields for contracts sold by another reseller per Cisco's information disclosure policies, including contract end date, service level, service program name, and install-at address.

The customer might elect to have the Cisco reseller be the sole interface with Cisco acting on their behalf in the performance of the Smart Assist service. As documented in the Smart Assist legal service description, Cisco considers this explicit consent from the customer to grant the partner access to their information within the SNTC portal.

Q What is the difference between Smart Assist and Partner Smart Assist?

A Partner Smart Assist is a new Technical Services offer that is in development. The service is designed to help partners create and deliver services around smart capabilities to their end customers. Partner Smart Assist will be sold directly to Tier 1 and Tier 2 partners and distributors and will include training and guidance to partners and level 3 TAC support (directly to partner, not end customers), as well as installed base reconciliation once per year.

Q Is Smart Assist included with any service offerings?

A Yes, Smart Assist v1.1 is included in Asset Management and TS Advantage, effective Asset Management v1.1 and TS Advantage 2.0 respective release dates. All existing Asset Management and TS Advantage customers with valid contracts are entitled to Smart Assist.

Q What is the value in renewing Smart Assist?

A Smart Assist provides ongoing support for issues in the using the portal and collections. This enables customers to have anytime access to the portal to view their installed base data. It also provides an up-to-date view of inventory via 2x/year installed base reconciliation, training, and assistance to make sure customers are adopting smart capabilities and getting the most value from them. The service helps customers gain and maintain installed base visibility anytime.

Q If my customer acquires a new company, will the new company be entitled to Smart Assist?

A Yes. Customers can include multiple corporate entities under one Smart Assist contract. In this instance, installed base reconciliations would be for all combined assets, and once per year new/refresh training would need to be shared among the different entities. Smart Assist would provide assistance for up to three instances of the CSPC per year across both entities or for any additional optionally purchased collector deployments, which are priced per individual collector over three.

Q If I have multiple business entities, can I keep the data for each company separate?

A Yes. Your customer can keep each business entity's inventory in the Smart Net Total Care portal separate by purchasing individual Smart Assist contracts for each entity. In this instance, each business entity is entitled up to three instances of the deployment assistance of the CSPC per year, once per year new/refresh training, 2x/year installed base reconciliation, and ongoing support for issues in using and adopting portal and collections capabilities.

Quoting and Ordering

Q How is Smart Assist Service ordered?

A Smart Assist Service is a technical service that can be ordered in Cisco Commerce Workspace (CCW) and Cisco Service Contract Center (CSCC) by using the Smart Assist Service SKU. Multiyear contracts can only be ordered in CSCC. Follow standard opportunity management, quoting and ordering, and invoicing processes. Detailed quoting and ordering information is available in the Quoting and Ordering Guide (Tip Sheet).

Q Are there any prerequisites for Smart Assist?

A Yes, a Cisco smart-entitled foundational service, such as Smart Net Total Care, SP Base, Solution Support, or Cisco TelePresence® Essential Operate, is required for all Smart Assist contracts.

Q What are the Smart Assist Service SKUs?

A The SKUs are shown in the following table. Smart Assist includes deployment for up to three collectors. Deployments for additional collectors above three are priced individually and can be ordered using the CON-CSAS-ADD SKU.

SKU Name
Smart Assist Service: CON-CSAS-BASE
Smart Assist Svc Add'l Collector Deployment: CON-CSAS-ADD

Q How do I order Smart Assist if a customer has more than three collectors?

A You would first order Smart Assist using the CON-CSAS-BASE SKU and then add CON-CSAS-ADD and the quantity number for each additional (individual) collector over three.

Q Are there any effects to partner CSPP rebates and discounts?

A There are no effects to CSPP rebates and discounts. Smart Assist is a Cisco branded service offering, and relevant rebates and discounts apply.

Resources

Q How and where can I find more information about Smart Assist?

A You can learn more about the Smart Assist Service by visiting SalesConnect.

Q Whom do I contact for questions or to find out more about Smart Assist Service?

A Contact your partner services development manager or partner account manager or reach out to smartassist@cisco.com for questions or additional information.