Cisco Smart Assist Service

Benefits

- Enable and use smart capabilities more quickly so that you can start using them right away.
- Quickly gain visibility into your products and contracts to improve manageability and reduce risks.
- Obtain up-to-date Smart Net Total Care™ portal content to make more informed decisions.
- Tap into support resources to help you use and adopt smart capabilities to their fullest.
- Gain access to technical assistance for the Smart Net Total Care portal and collections to resolve problems more quickly.
- Achieve the full value of your smart services investment sooner so you can achieve business benefits more quickly.
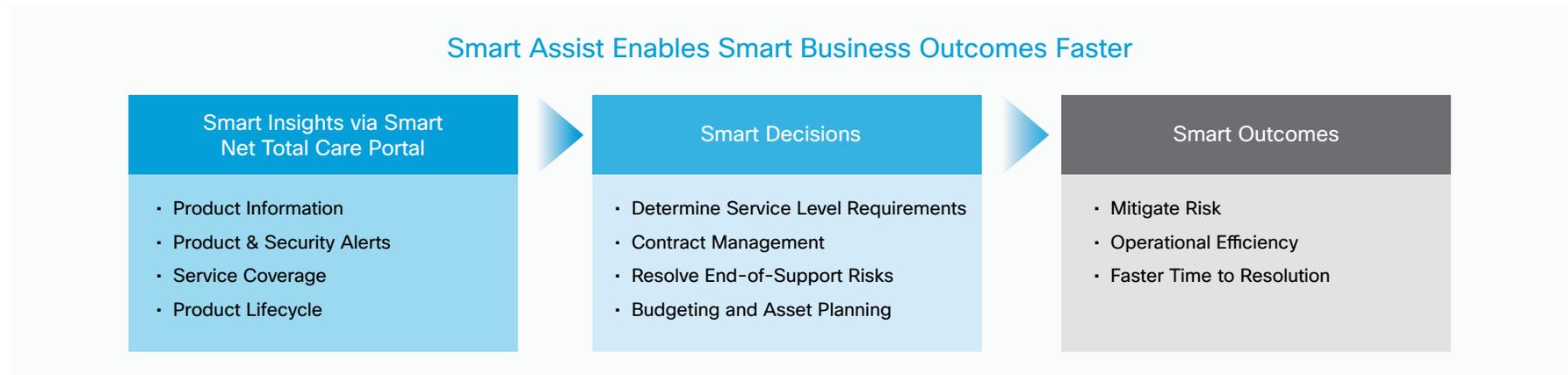
Get the Network Insight You Need

In a fast-changing business environment, your network infrastructure is the cornerstone that keeps your business running and operating smoothly. To keep pace, you need improved visibility and insight, so that you can operate your network and IT infrastructure more efficiently.

Cisco® smart capabilities help customers gain insights into their Cisco product installed base to make more informed decisions about their product investments. Customers obtain up-to-date information about what Cisco products they own, service contract coverage, last date of support, and product and security alerts. With these insights, customers can improve operational efficiency, mitigate risks, and support business availability with faster time to resolve problems.

The sooner you can obtain visibility into your installed base, the sooner you can start making informed decisions that will help your business grow and succeed. Cisco Smart Assist Service can help get you there more quickly.

Cisco Smart Assist Service is a consultative Technical Service delivered by Cisco experts who help you enable, use, and support your smart services. Cisco provides assistance to deploy the Cisco Software Collector, access the Cisco Smart Net Total Care (SNTC) portal, upload collections to the portal, and manage and optimize collections. The service also includes installed base reconciliation which cleans up data discrepancies that may exist in the SNTC portal, as well as technical support for issues in using the SNTC portal and collections so that you always have access to installed base insights. To help you get the most value out of using smart capabilities, Cisco also provides ongoing support to help you use and adopt smart capabilities to their fullest.

Figure 1.   Unlock the Benefits of Smart Capabilities More Quickly

Smart Assist Enables Smart Business Outcomes Faster

Smart Insights via Smart Net Total Care Portal
- Product Information
- Product & Security Alerts
- Service Coverage
- Product Lifecycle

Smart Decisions
- Determine Service Level Requirements
- Contract Management
- Resolve End-of-Support Risks
- Budgeting and Asset Planning

Smart Outcomes
- Mitigate Risk
- Operational Efficiency
- Faster Time to Resolution

Unlock the Potential of Smart Capabilities Quickly

Cisco Smart Assist Service gives you easy access to a Cisco expert to help you enable smart capabilities and start using them quickly. It helps you gain and maintain visibility into your installed base by providing:

- Onboarding assistance where a remote resource engages with you to set up collection tools and portal access, train you on smart capabilities, and provide guidance on collections management

- Installed base reconciliation, including data cleanup and reconciliation and installed base reporting

- Technical support for portal and collections through the Technical Assistance Center (TAC) to help you speed problem resolution

- Ongoing support to make sure you use and adopt smart capabilities to their fullest

With Cisco Smart Assist, you'll realize a faster payoff from your investment in smart capabilities. Get assistance to accelerate the time to insights that help you make smarter decisions that result in smarter outcomes sooner.

Next Steps

To learn more about how Cisco Smart Assist can help you get the most value out of your technology investment, visit http://www.cisco.com/go/total or contact your account representative. You can also reach out to smartassist@cisco.com for questions or additional information.