

# Cisco Smart Assist Service

## Get the network insight you need faster

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 you can operate your network and IT infrastructure more efficiently.

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

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.

## Benefits

- **Enable and use smart capabilities more quickly** – so you can start using them right away.
- **Quickly gain visibility into the Smart Net Total Care portal content** – to improve your product and contract manageability and make more informed decisions.
- **Tap into support resources for the portal and collector** – to help you use and adopt smart capabilities to their fullest.
- **Achieve the full value of your smart services investment sooner** – so you can achieve business benefits more quickly.

## Next steps

To learn more about how Cisco Smart Assist can help you get the most value out of your technology investment, contact your Cisco account representative.

## Unlock the potential of smart capabilities quickly

Cisco Smart Assist Service gives you easy access to Cisco expertise to help you enable, use and support smart capabilities. It provides:

- Onboarding assistance with a remote resource who engages with you to deploy the Cisco software collector and access the portal, train you on smart capabilities, and provide guidance on collections management.
- Installed base reconciliation, including data cleanup and installed base reporting.
- Technical support for the portal and collections through the Technical Assistance Center (TAC).
- 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, which help you make smarter decisions that result in smarter outcomes.