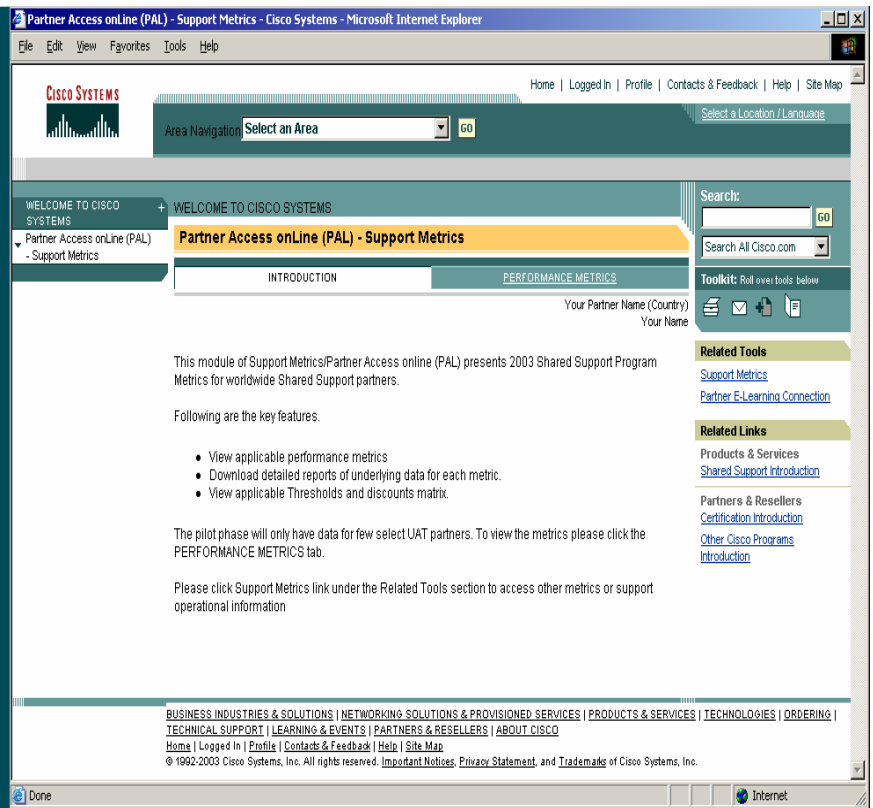




Support Metrics – CSSP

<http://tools.cisco.com/CustAdv/PP/smIntroduction.do>



Cisco Customer Advocacy

Support Metrics / CSSP User Guide



Support Metrics - CSSP User Guide

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About this Guide

Your *Support Metrics / CSSP User Guide* provides detailed information about how to use the Support Metrics / CSSP Tool. It is designed as a reference and instructional guide. It includes an overview, and instructions on how to access and view your Cisco Shared Support Program performance metrics and how to set up and manage CSSP partners.

Your Support Metrics / CSSP

Support Metrics / CSSP provides on-line comparative (competitive) operational support data, performance metrics, and share support metrics detail to stimulate support partners to achieve best in class support performance as well as allowing monitoring of shared support performance requirements.

Support Metrics / CSSP enable Shared Support Program Officers to manage their service operation more efficiently by providing up-to-date information on shared support performance metrics.

There are three modules in the Support Metrics / CSSP:

- Performance Metrics for Cisco Shared Support Program
- Partner Setup and Mapping Management
- Summary Report

Benefits of Using Support Metrics / CSSP

- Visibility of the partner performance metrics
- Detail information about the CSSP metrics
- Symantec and flexible management of partner and contract relationship

What You Will Find in This User Guide

- Overview of Support Metrics / CSSP Tool
- Explanation of Common Functionality and Navigation on Support Metrics / CSSP
- How to access partner performance metrics numbers
- How to view the threshold and discount information
- How to download detail report for each metrics
- How to setup a partner in Support Metrics
- How to manage partner mapping
- How to request a re-calculation of the metrics numbers
- How to download summary report



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Prerequisites

- Internet, computer, and mouse skills
- Cisco.com account with access to Partner Access On-Line
- For a partner user, your partner has been setup in CSSP program



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Recommended for Best Performance

For the best performance when using Personalized Commerce View, follow these suggestions:

Hardware Requirements

- Pentium 166 MHz (minimum), Pentium 200 MHz or higher (recommended)
- 128 MB RAM
- TCP/IP protocol installed and configured
- Monitor and display adapter capable of 256 colors at 800x600 resolution

Hardware - Optimal Performance Recommendations

- Pentium III 1 GHz
- 256 MB RAM
- Display adapter capable of 1024x768 resolution

Software Requirements

- Windows 98, 2000, NT or XP
- HTML Browser
 - Internet Explorer 5.5 or higher
 - Netscape 6.x or higher

Network Requirements

- 56K Modem connection or higher (sustained bandwidth)



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Chapter One – Support Metrics / CSSP Overview

Chapter Objectives

- Learn what the Support Metrics / CSSP Tool is about

Prerequisites

- None

Overview

The goal of the Support Metrics tool is to collect the partner performance raw data from various source, conduct analysis and calculations, and present to the users a set of metrics numbers, which would indicate the performance of the partner in different angels.



Chapter Two – Log onto Support Metrics / CSSP Tool

Chapter Objectives

- Learn how to access Your Support Metrics / CSSP tool

Prerequisites

- You have your CCO account
- Your company has been setup as CSSP partner
- You already have the URL of the Support Metrics / CSSP Tool

Note: the URL for the Support Metrics / CSSP tool is <http://tools.cisco.com/CustAdv/PP/smlIntroduction.do>

Overview

In order to be able to access Support Metrics / CSSP Tool, the user has to have CCO account. Based on the type of access to the Support Metrics Tool, the CCO users can be classified into the following four types:

➤ Non-Support Metrics Users

Non-Support Metrics Users refers to CCO users who can not access Support Metrics. For those users, at least one of the following is not true:

- User is associated with a partner company site in the Partner database. To verify the association, check the URL: <http://www.cisco.com/go/getpartneraccess>.
- User has been granted access to the PAL tool. Access can be granted by the PAL partner admin or your Cisco Channel Account Manager. To obtain the access, go to the URL: <http://tools.cisco.com/WWChannels/GETLOG/welcome.do>.
- The partner company site associated with the user is covered by the Support Metrics Tool. Only a selected set of partners are covered by this tool. If you have any question regarding this, please contact support_metrics_feedback@cisco.com.

➤ Support Metrics Partner Users

This group of user refers to the CCO users who are not Cisco users and have the access to the Support Metrics tool.

➤ Support Metrics Internal Users

This group of user refers to all the CCO users who are Cisco users.

➤ Support Metrics Super Users

There is a group of special Cisco users who have been setup in the Support Metrics tool. This group of users will perform the functions that are not visible to other type of users. They are called Support Metrics Super User.

Only a limited number of users exist in the Super User group.

Note:

To protect user privacy, a 30-minute time-out session is built into the portal. When no interaction or activity occurs for 30 minutes after initial login, the user will be automatically logged out. Re-logging will be necessary to access Support Metrics / CSSP.

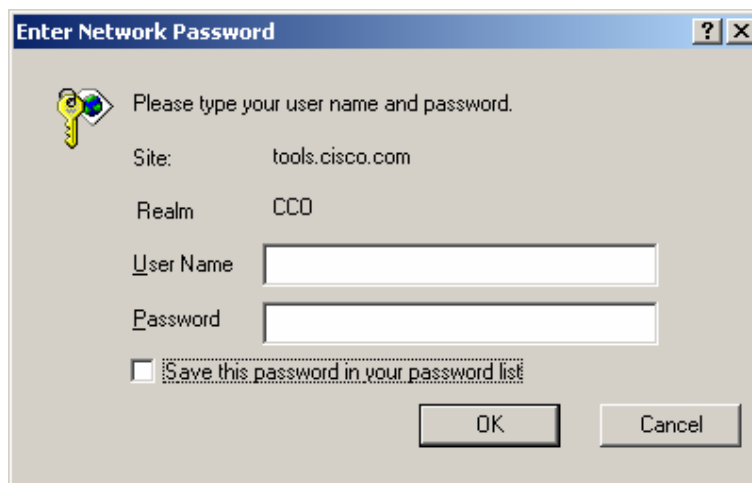
2.1. Login

Step1. Open your browser. Support Metrics tool supports both IE (version 5.5 and above) and Netscape (version 6.0 and above).

Step2. Type the following URL to the address field of your browser:

<http://tools.cisco.com/CustAdv/PP/smlIntroduction.do>

Step3. A dialog box will automatically pop up, which looks like the following:



Step4. Type in your CCO id and password, and click 'OK'.

Step5. It depends on the type of user of your CCO id as what screen you will see. Please see the sections below.

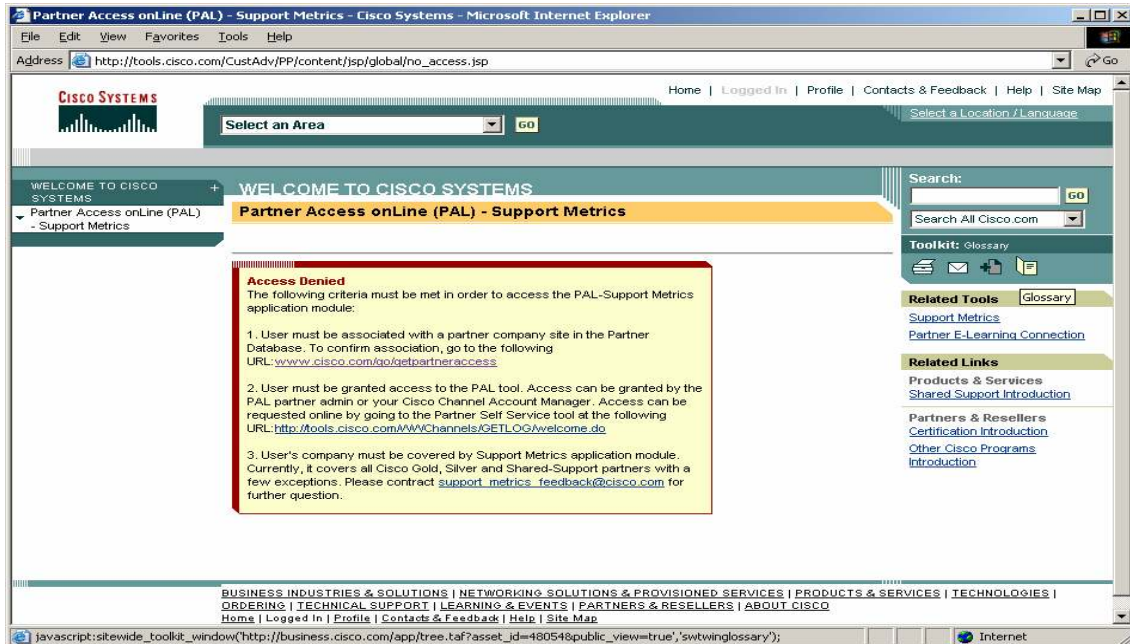
2.2. Login: Non-Support Metrics User



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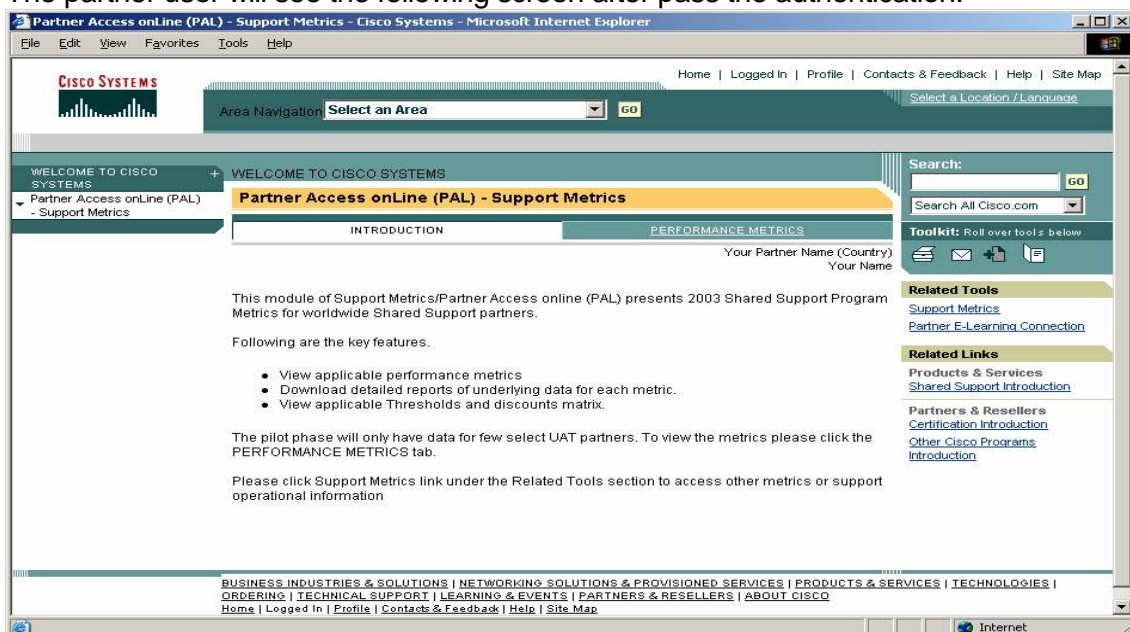
When a non-Support Metrics User logs in, the following screen will be displayed and no other access to the Support Metrics tool is allowed:



For those users, if they want to get the access, act on the possible access denied reasons as described on the screen.

2.3. Login: Support Metrics Partner User

The partner user will see the following screen after pass the authentication:





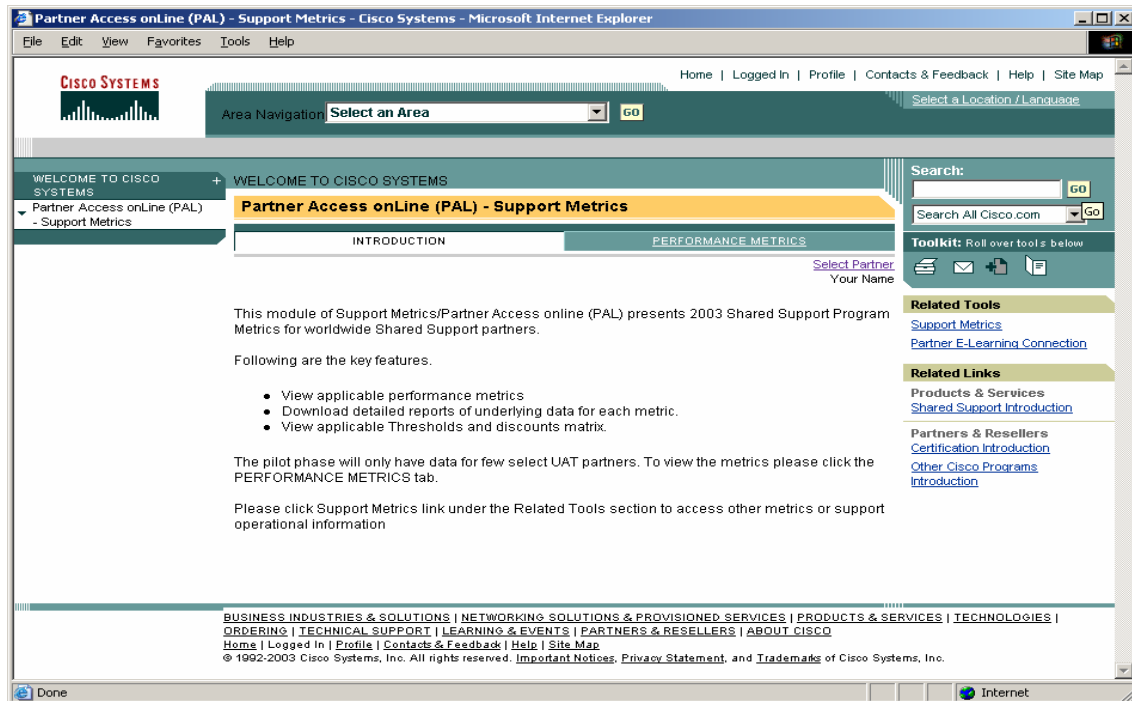
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On the top right corner, the partner's name, country, and the user's full name will be displayed.

2.4. Login: Support Metrics Internal User

When the Support Metrics internal user logs in, he/she will see the following screen:



The screen looks similar to the one for the partner user. The difference is that at the top right corner, instead of partner name and country name, it displays the link “Select Partner”. This link will enable the user to select a partner to view performance metrics number, or switch between partners. For more detail of how to select and switch partners, please refer to the section 3.1.

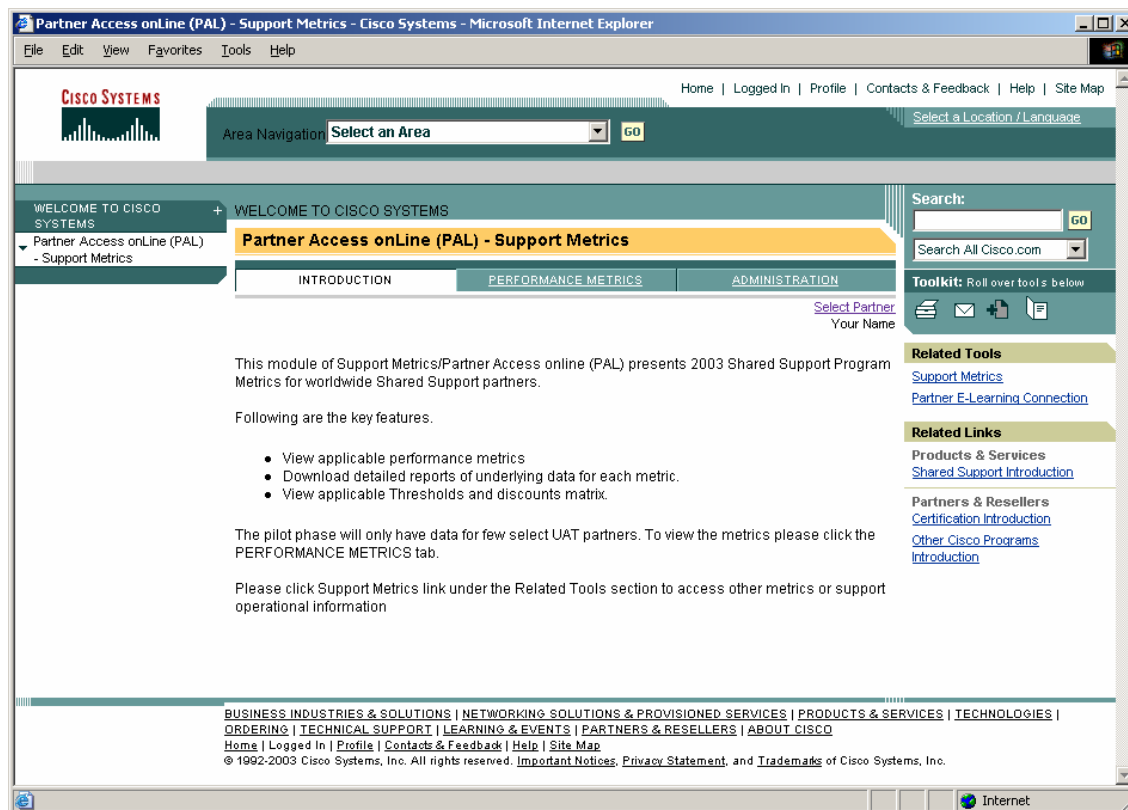
2.5. Login: Support Metrics Super User

Super user is also an internal user. Therefore, they have the partner selection function as the normal internal users would see. But super user can also access to a list of special administrative functions, which are grouped to be called ‘Administration’. The screen below shows what a super user sees after logging in:



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Please notice that there is an extra tab, “ADMINISTRATION”, which is only visible to the super users.



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Chapter Three – View CSSP Performance Metrics

Chapter Objectives

- Learn how to view the CSSP Performance Metrics numbers.
- Learn how to download detail metrics report
- Learn how to view the CSSP program threshold and discount
- Learn how to select and switch partner (For Cisco Users only)
- Learn how to view pre-live data (For Super Users only)

Prerequisites

- You have already successfully logged onto the Support Metrics / CSSP tool.

3.1. Select a Partner (Cisco Users Only)

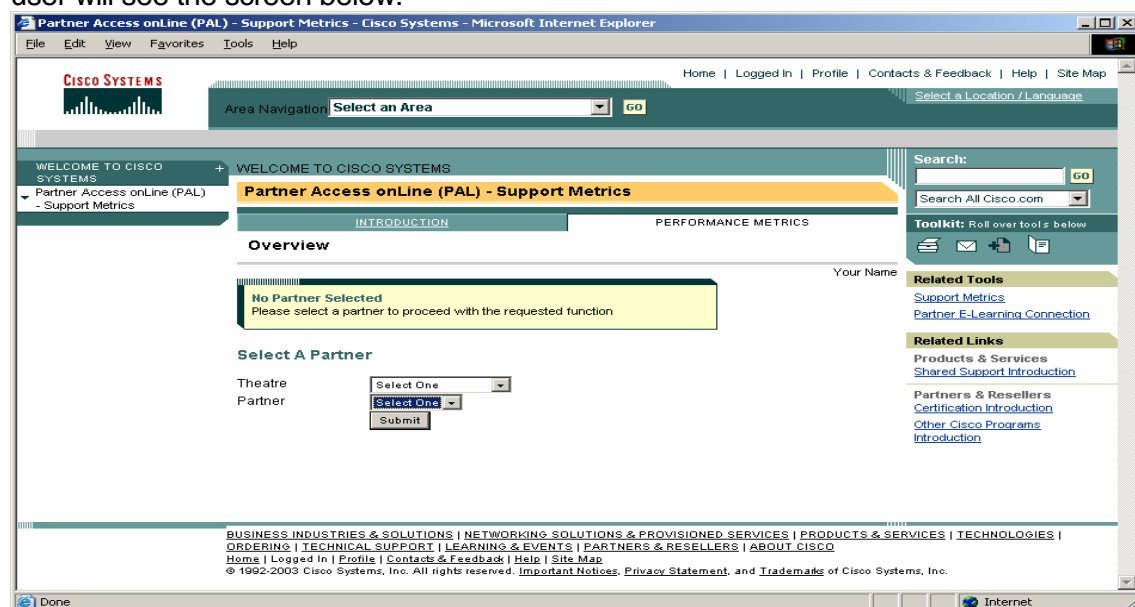
For partner user, after successful login, the corresponding partner for the user will be automatically selected. There is no need for partner to go through this step.

For Cisco user, it is required to select a partner in order to view the performance metrics. Otherwise, the tool will force the user to select first.

Step1. Go to the partner selection screen.

There are three ways to go to the partner selection screen.

Method A. The user clicks on the 'PERFORMANCE METRICS' tab directly without select any partner. In this case, the tool will force the user to make the selection. The user will see the screen below:

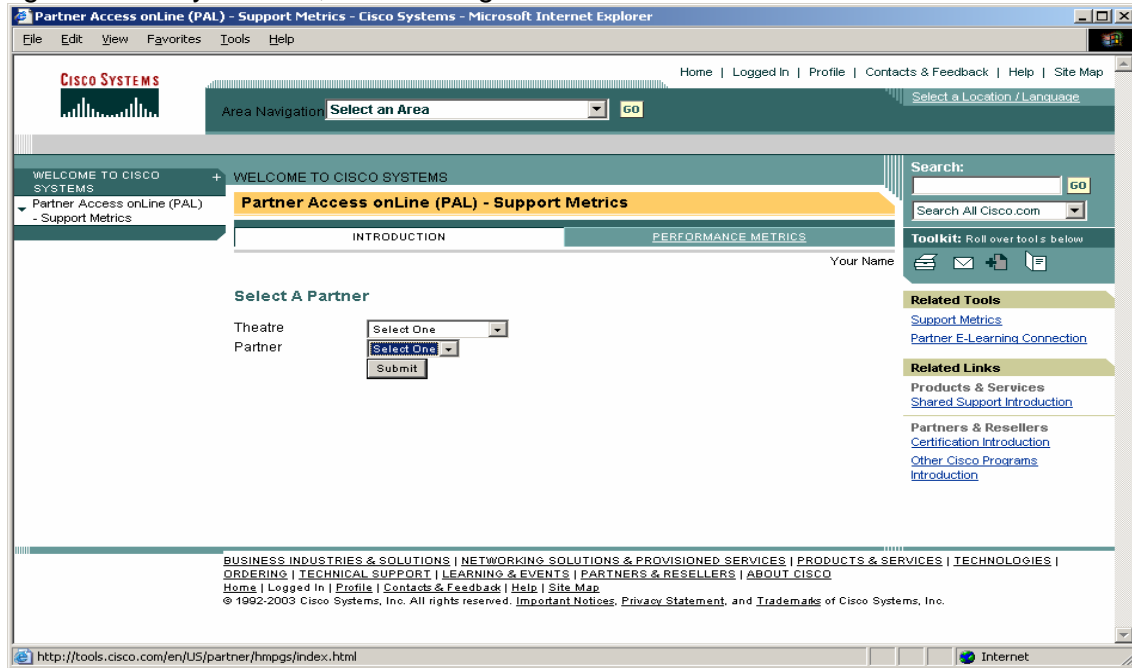




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Method B. Immediately after login, you can click on the link 'Select Partner' on the top right corner. If you do so, the following screen will be shown:

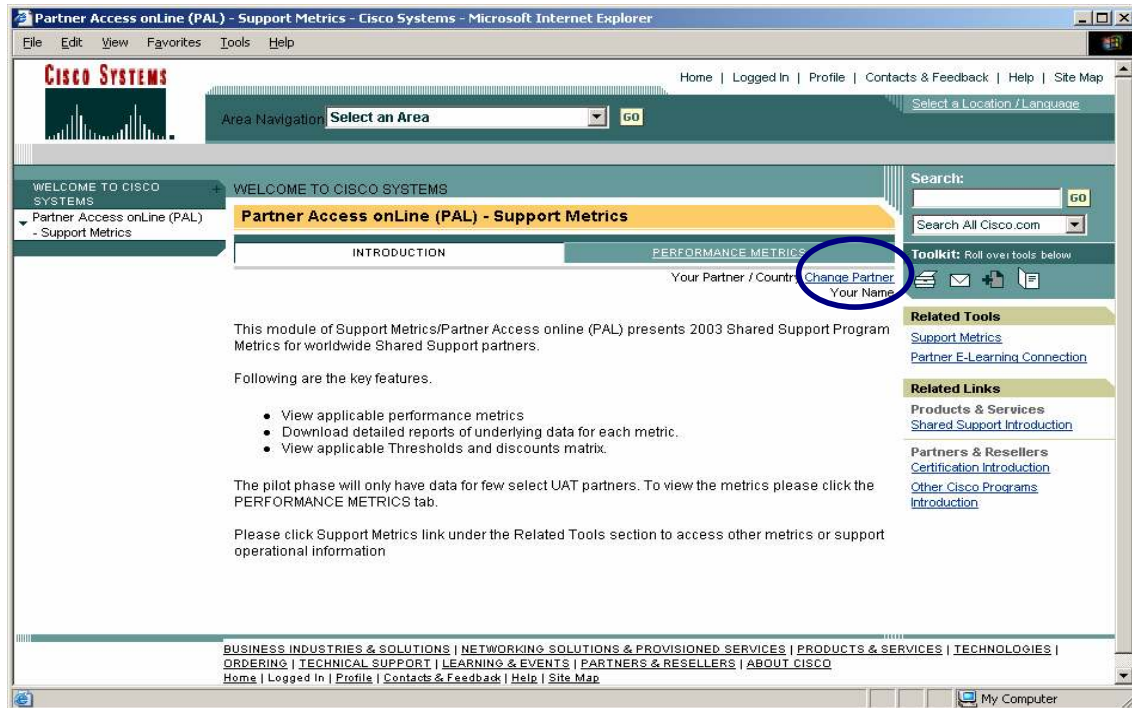


Method C. As an internal user, if you have already selected a partner, you can always switch to a different partner by clicks on the link 'Change Partner' behind the current partner name, as depicted below:

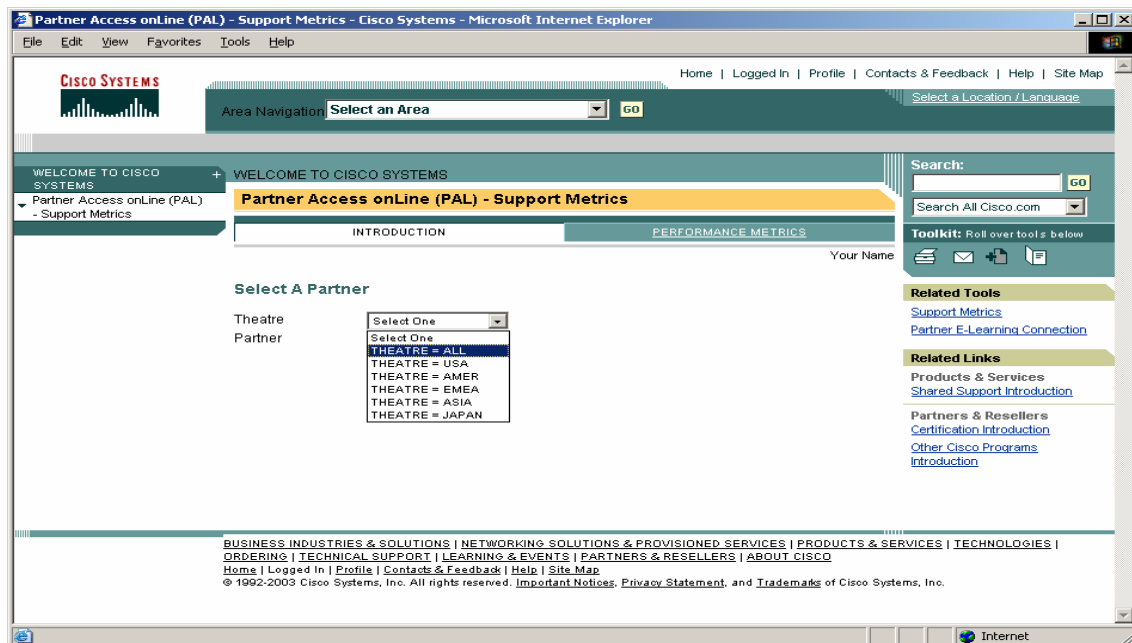


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Step2. Select a theater from the first dropdown list box. "THEATER = ALL" means all the theaters, which also means all the partners.

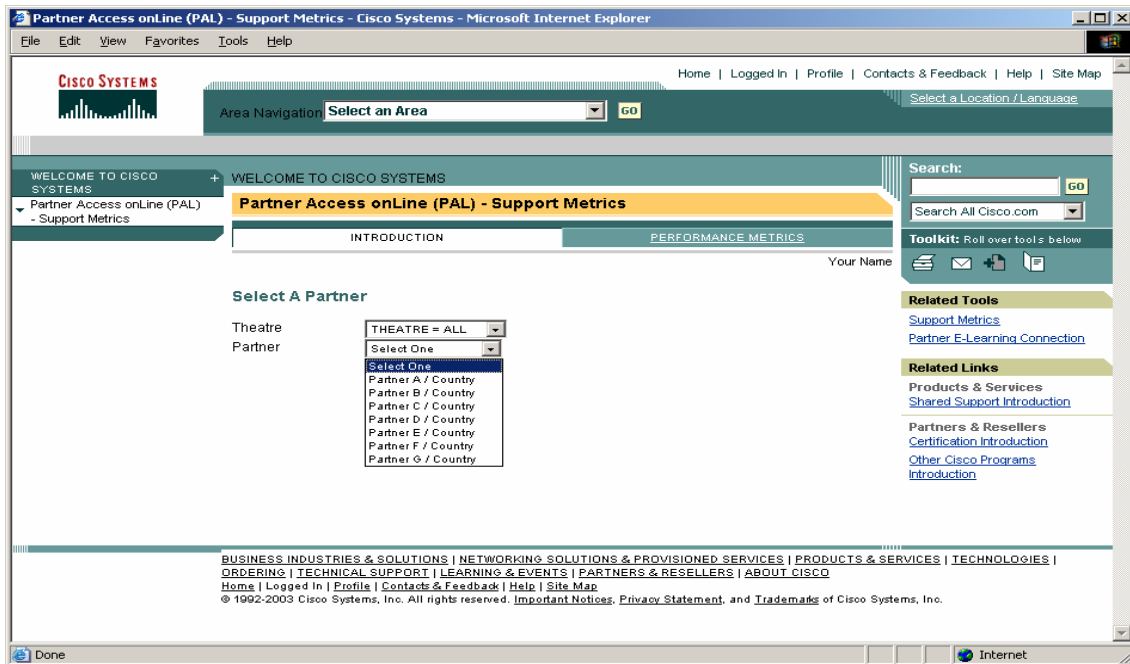


Step3. The tool will automatically refresh based on the theater user selects. After refresh, select a partner from the partner dropdown list box



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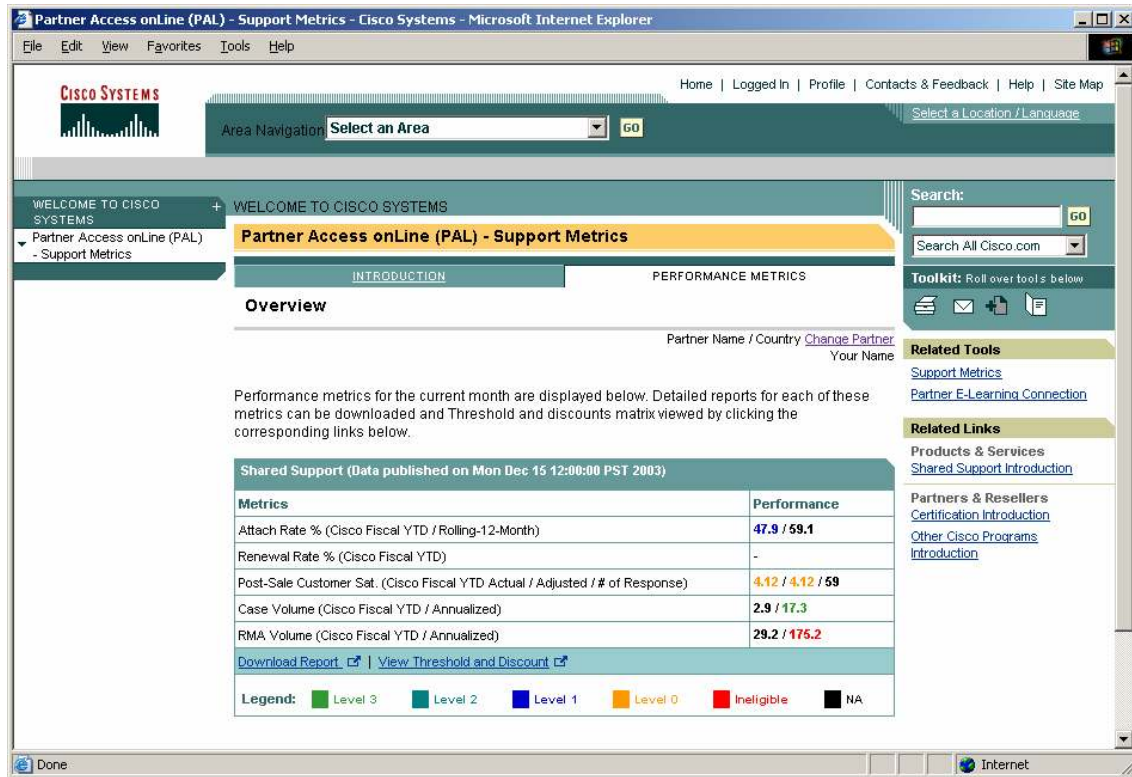


Step4. Click 'Submit' button. The newly selected partner becomes current partner and is displayed on the top right corner.

3.2. View Performance Metrics

The step to view performance metrics is very straightforward: click on the 'PERFORMANCE METRICS' top menu, or tab.

The following screen will be displayed:



Partner Access onLine (PAL) - Support Metrics - Cisco Systems - Microsoft Internet Explorer

Home | Logged In | Profile | Contacts & Feedback | Help | Site Map

Area Navigation: Select an Area [GO]

Search: [GO]
Search All Cisco.com

Toolkit: Roll over tools below

Related Tools
[Support Metrics](#)
[Partner E-Learning Connection](#)

Related Links
[Products & Services](#)
[Shared Support Introduction](#)
[Partners & Resellers Certification Introduction](#)
[Other Cisco Programs Introduction](#)

WELCOME TO CISCO SYSTEMS
 Partner Access onLine (PAL)
 - Support Metrics

INTRODUCTION | PERFORMANCE METRICS

Overview

Partner Name / Country [Change Partner](#)
 Your Name

Performance metrics for the current month are displayed below. Detailed reports for each of these metrics can be downloaded and Threshold and discounts matrix viewed by clicking the corresponding links below.

Shared Support (Data published on Mon Dec 15 12:00:00 PST 2003)

Metrics	Performance
Attach Rate % (Cisco Fiscal YTD / Rolling-12-Month)	47.9 / 59.1
Renewal Rate % (Cisco Fiscal YTD)	-
Post-Sale Customer Sat. (Cisco Fiscal YTD Actual / Adjusted / # of Response)	4.12 / 4.12 / 59
Case Volume (Cisco Fiscal YTD / Annualized)	2.9 / 17.3
RMA Volume (Cisco Fiscal YTD / Annualized)	29.2 / 175.2

[Download Report](#) | [View Threshold and Discount](#)

Legend: Level 3 Level 2 Level 1 Level 0 Ineligible NA

Note: if you are the super user, the metrics screen will be slightly different from the above one. Please refer to section 2.5 for more detail.

3.2.1. Section Header

All the CSSP metrics are displayed in a section with the header 'Shared Support'.

In the section header, it also displays the publishing date of the metrics numbers. The metrics numbers for the month are normally published on the 15th of next month. Based on the publishing date, you can determine for what month the current metrics numbers are calculated. For example, if the publishing date is Dec 15, 2003, it means the metrics numbers are calculated based on the data till Nov. 2003.

3.2.2. Metrics List

All the CSSP performance metrics are listed in the first column, one metrics per line. Based on the type of partner, the list of metrics might be slightly different.

For example, partners in US and Canada would see the following list:

- Attach Rate
- Renewal Rate
- Post-Sale Customer Sat



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- Case Volume
- RMA Volume

While the partners in the rest of the world (EMEA, ASIA, etc.) would see the following metrics list:

- Conversion Rate
- Renewal Rate
- Post-Sale Customer Sat
- Case Volume
- RMA Volume

The detail definition and metrics calculation algorithm can be found in the Appendix A.

3.2.3. Metrics Number Displays

The second column of the metrics table is for the metrics numbers.

Each metrics may have multiple numbers, as named in the metrics name column. Different numbers of the metrics are separated by the character “/”.

For each metrics, there is one key number among all the metrics numbers. This key number will determine which level the partner belongs to, which is illustrated using the color code.

At the bottom of the section, you can find the legends for those color codes. Next section will describe the threshold values for those different levels.

3.3. View CSSP Program Threshold and Discount

On the metrics display screen, in the Shared Support section, there is a link “View Threshold and Discount” as described below:



Support Metrics - CSSP User Guide

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Partner Access onLine (PAL) - Support Metrics - Cisco Systems - Microsoft Internet Explorer

Home | Logged In | Profile | Contacts & Feedback | Help | Site Map

Area Navigation: Select an Area [GO]

Search: [GO]
Search All Cisco.com

Toolkit: Roll over tools below

Related Tools
[Support Metrics](#)
[Partner E-Learning Connection](#)

Related Links
[Products & Services](#)
[Shared Support Introduction](#)
[Partners & Resellers Certification Introduction](#)
[Other Cisco Programs Introduction](#)

WELCOME TO CISCO SYSTEMS
Partner Access onLine (PAL) - Support Metrics

Partner Name / Country: [Change Partner](#)
Your Name

Performance metrics for the current month are displayed below. Detailed reports for each of these metrics can be downloaded and Threshold and discounts matrix viewed by clicking the corresponding links below.

Shared Support (Data published on Mon Dec 15 12:00:00 PST 2003)

Metric	Performance
Attach Rate % (Cisco Fiscal YTD / Rolling-12-Month)	47.9 / 59.1
Renewal Rate % (Cisco Fiscal YTD)	-
Post-Sale Customer Sat. (Cisco Fiscal YTD Actual / Adjusted / # of Response)	4.12 / 4.12 / 59
Case Volume (Cisco Fiscal YTD / Annualized)	2.9 / 17.3
RMA Volume (Cisco Fiscal YTD / Annualized)	29.2 / 175.2

[Download Report](#) [View Threshold and Discount](#)

Legend: Level 3 Level 2 Level 1 Level 0 Ineligible NA

Click on the link, a new window will pop up, showing the threshold and discount information for the current partner as below:

Partner Access onLine (PAL) - Support Metrics

Close Window

Toolkit: Roll over tools below

Thresholds And Discounts for THEATER

Threshold and discounts matrix is to help assess the current standing and it is a valuable indicator in target setting for achieving desired performance goals.

Threshold (Selective Entitlement)

Standing Level	Product Coverage	Service Delivery			
	Attach Rate	Renewal Rate	Post Cust Sat	Case Volume	RMA Volume
Level 3	75% +	80% +	4.45 +	<= 20	<= 50
Level 2	60% - 75%	65% - 80%	4.45	20 - 35	50 - 80
Level 1	45% - 60%	50% - 65%	4.45	35 - 50	80 - 110
Level 0	40% - 45%	30% - 50%	4.45	50 - 75	110 - 150
Ineligible	< 40%	< 30%	< 4.45	> 75	> 150

Discount (Selective Entitlement)

Standing Level	Product Coverage	Service Delivery			
	Attach Rate	Renewal Rate	Post Cust Sat	Case Volume	RMA Volume
Level 3	3%	3%	3%	3%	3%
Level 2	2%	2%	2%	2%	2%
Level 1	1%	1%	1%	1%	1%
Level 0	0%	0%	0%	0%	0%
Ineligible	INELIGIBLE	INELIGIBLE	INELIGIBLE	INELIGIBLE	INELIGIBLE

All metrics are reported to one decimal place, with the exception of customer satisfaction which is reported to two decimal places. If the reported performance falls right on the line between standing levels (including decimal places), the higher standing level will be given for that metric.



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3.4. Download CSSP Metrics Detail Report

Each metrics number is calculated based on a set of data extracted from the various data source. If you want to see the detailed item by item data of which the metrics numbers consist, you can download them from the Support Metrics / CSSP tool.

3.4.1. Download detail reports

Step1. Go to the Performance Metrics Screen

By click on the 'PERFORMANCE METRICS' tab, you would see the following screen as described before:

Partner Access onLine (PAL) - Support Metrics - Cisco Systems - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Home | Logged In | Profile | Contacts & Feedback | Help | Site Map

Area Navigation: Select an Area GO

Select a Location / Language

WELCOME TO CISCO SYSTEMS

Partner Access onLine (PAL) - Support Metrics

Partner Access onLine (PAL) - Support Metrics

INTRODUCTION PERFORMANCE METRICS

Overview

Partner Name / Country: [Change Partner](#)
Your Name

Performance metrics for the current month are displayed below. Detailed reports for each of these metrics can be downloaded and Threshold and discounts matrix viewed by clicking the corresponding links below.

Shared Support (Data published on Mon Dec 15 12:00:00 PST 2003)

Metrics	Performance
Attach Rate % (Cisco Fiscal YTD / Rolling-12-Month)	47.9 / 59.1
Renewal Rate % (Cisco Fiscal YTD)	-
Post-Sale Customer Sat. (Cisco Fiscal YTD Actual / Adjusted / # of Response)	4.12 / 4.12 / 59
Case Volume (Cisco Fiscal YTD / Annualized)	2.9 / 17.3
RMA Volume (Cisco Fiscal YTD / Annualized)	29.2 / 175.2

[Download Report](#) [View Threshold and Discount](#)

Legend: Level 3 Level 2 Level 1 Level 0 Ineligible NA

Search: GO

Search All Cisco.com

Toolkit: Roll over tools below

Related Tools

- [Support Metrics](#)
- [Partner E-Learning Connection](#)

Related Links

- Products & Services
- [Shared Support Introduction](#)
- Partners & Resellers
- [Certification Introduction](#)
- [Other Cisco Programs Introduction](#)

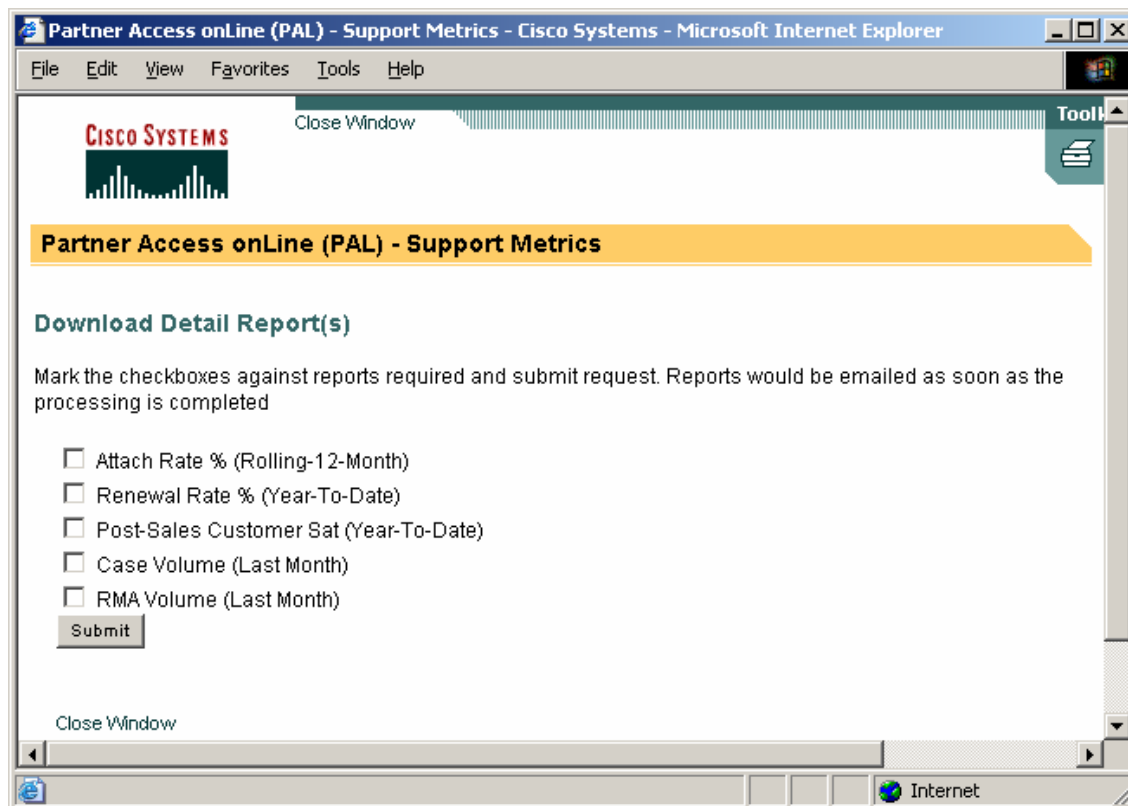
Internet

Step2. Click the link "Download Report" as marked in the above screen shot. A window will pop up, shown as follows:



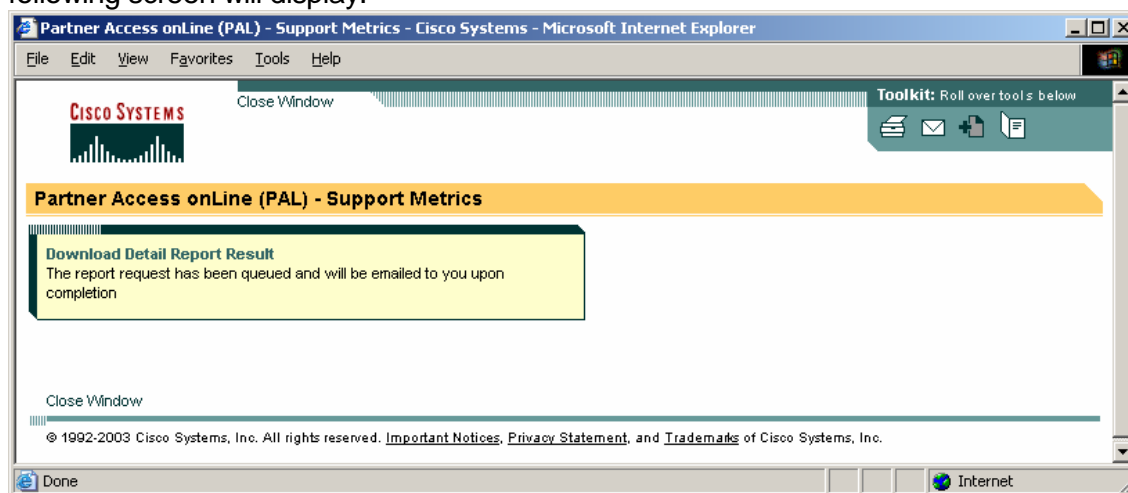
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Note: based on the type of partner, you might see Conversion Rate instead of Attach Rate.

Step3. Select the corresponding report or reports and click the 'Submit' button. The following screen will display:



Step4. Support Metrics tool will generate the report and email to you. Depends on the system load, normally it would take less than four hours to receive the requested reports via email.

Normally, it takes 15 minutes or less to get the email of the requested report. However, due to the network conditions, server load, or size of the download, it might take as long as a few hours to get the email. If you do not receive the report after 24 hours, you need to request download again, or contact the Support Metrics support team.

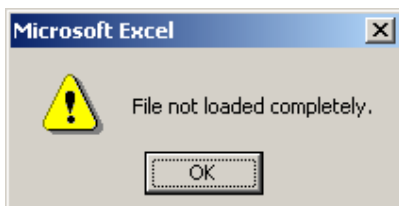
3.4.2. View the downloaded report

The requested reports are packed into a zip file before emailed to you. You need to uncompress the file first.

When unpack the zip file, suggest you uncheck the option 'Use folder names'. This way, all the reports will be extracted directly into the location you've specified.

After uncompress, you will find that all the Support Metrics detail reports are in CSV (Comma Separated Version) format, which can be recognized by MS Excel.

Although a CSV file has no size limitation (only limited by the operation system), MS Excel has the maximum of 64K rows in one spreadsheet. If you see the following message when trying to open a big CSV file, it means the CSV file contains more lines than MS Excel can handle:



This would happen to partners who have many contracts or large volume of items or cases, etc.

In this situation, you can use other generic editor tool to open the CSV file first, since the CSV file is also a plain text file. You can then break the file into multiple sections, each of which is less than 64 lines.

3.5. View Pre-live Data (Super Users Only)

All the metrics data is calculated at the beginning of the month. But the metrics won't be visible to the partner user until the publishing day, which is normally the 15th.

For a special group of Cisco internal user, or Support Metrics Super Users, they can view those pre publish, or pre-live, data as indicated below.

Step1. Go to the performance metrics page by click on 'PERFORMANCE METRICS' tab.



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The screenshot shows the 'Partner Access onLine (PAL) - Support Metrics' page. The 'Overview' section displays performance metrics for the current month. A table titled 'Shared Support (Data published on Mon Dec 15 12:00:00 PST 2003)' lists various metrics and their performance values. The 'Pre-live Data' link is circled in blue.

Metrics	Performance
Attach Rate % (Cisco Fiscal YTD / Rolling-12-Month)	47.9 / 59.1
Renewal Rate % (Cisco Fiscal YTD)	-
Post-Sale Customer Sat. (Cisco Fiscal YTD Actual / Adjusted / # of Response)	4.12 / 4.12 / 59
Case Volume (Cisco Fiscal YTD / Annualized)	2.9 / 17.3
RMA Volume (Cisco Fiscal YTD / Annualized)	29.2 / 175.2

Legend: Level 3 (Green), Level 2 (Teal), Level 1 (Blue), Level 0 (Orange), Ineligible (Red), NA (Black)

Step2. Click on the link 'Pre-live Data' as shown above. The screen will refresh to show the pre-live data, as below:

The screenshot shows the 'Partner Access onLine (PAL) - Support Metrics' page after clicking the 'Pre-live Data' link. The 'Overview' section displays performance metrics for the current month. A table titled 'Shared Support' lists various metrics and their performance values. The 'Live Data' link is circled in blue.

Metrics	Performance
Attach Rate % (Cisco Fiscal YTD / Rolling-12-Month)	47.9 / 59.1
Renewal Rate % (Cisco Fiscal YTD)	-
Post-Sale Customer Sat. (Cisco Fiscal YTD Actual / Adjusted / # of Response)	4.12 / 4.12 / 59
Case Volume (Cisco Fiscal YTD / Annualized)	2.9 / 17.3
RMA Volume (Cisco Fiscal YTD / Annualized)	29.2 / 175.2

Legend: Level 3 (Green), Level 2 (Teal), Level 1 (Blue), Level 0 (Orange), Ineligible (Red), NA (Black)

You can tell it is pre-live data by the following two differences from the live data:

- There is no publishing date at the section header
- There is a link 'Live Data' to go back to live data screen.



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Appendix A. CSSP Performance Metrics – Q & A

Attach Rate

1. What is the Definition of Attach Rate?

Attach rate measures the SMARTnet Next Business Day (NBD) dollar value of new service contracts sold compared to the SMARTnet NBD list value of all new equipment purchased during the first 12 months

2. What is the Formula used to calculate the Attach Rate Metric?

$$\text{Attach Rate \%} = \frac{\text{Total \$ value of service sold in month 1-12}}{\text{Total \$ value opportunity of service sales in month 1-12}} \times 100\%$$

Numerator: Service dollars attached	Service coverage attached in the current period. Service coverage dollars are translated to SMARTnet NBD U.S. List Price at the next business day service level
Denominator: Service dollar attach opportunity	Service coverage dollars available for attach in the current period. Service coverage dollars are translated to SMARTnet U.S. list price at the next business day service

3. Is There Any Exclusion to the Attach Rate Calculation?

Because the attach and renewal calculations are dollars based, it weights the importance of covering higher complexity/higher value products as compared to low end plug-and-play products. It is the responsibility of the partner to maintain installed base information

4. How do we calculate the Attach Rate Numerator?

Service coverage attached must meet the following criteria:

- ☐ Service sale in the current period
- ☐ Service must be linked to hardware that was originally purchased from Cisco in the current period.

If the contract meets these criteria, but the original service agreement does not show expiring in the current 12-month period, it is treated separately as a multiyear agreement (see multiyear definition below). This information is collected from Cisco's database and is measured at the contract line item level. Once the data is collected, it is then translated to the SMARTnet NBD U.S. list price. All service contract types are included (SMARTnet Resell, Cisco Shared Support, etc.).

5. How do we calculate the Attach Rate Denominator?



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Service coverage dollars available for attach are calculated by reporting hardware purchased from Cisco in the current period. These sales are translated to their equivalent SmartNet price at the next business day service level. This dollar amount equals the attach rate opportunity and hence, the attach rate denominator. Only chassis and serialized cards/modules that have a SMARTnet list price shall be included in the attach rate calculation.

6. What is the Timing of the Attach Rate Measurement?

The service coverage must have been purchased from Cisco in the current 12-month period and show expiring in the next 12-month period. If the contract meets all of the attach rate requirements but does not show expiring in the next 12-month period, it is treated separately as a multiyear agreement.

7. What else is considered to calculate the Attach Rate Metric?

Multiyear Agreements – Multiyear agreements are amortized over the life of the agreement in one-year increments. If a multiyear agreement is originally sold (that is the partner purchases additional years of coverage instead of the minimum one-year), the coverage is converted to SMARTnet next business day list price and divided by the number of years purchased. The first year's value will be added into the attach rate numerator and denominator, and the remaining dollars will be credited to the renewal numerator and denominator. Multiyear agreements that meet renewal criteria will be amortized over the life of the agreement and each year's value will be credited to the renewal numerator and denominator

Conversion Rate

1. What is the Definition of Conversion Rate?

Conversion Rate measures all converted support agreements as a percentage of total support opportunity under full-entitlement.

2. What is the Formula used to calculate the Conversion Rate Metric?

$$\text{Conversion Rate \%} = \frac{\text{Total \$ value of service sold in month 13-24}}{\text{Total \$ value opportunity available for conversion in month 13-24}} \times 100\%$$

Numerator: Service Dollars Converted	Service Coverage Converted in the current period (following Full Entitlement). Service Coverage Dollars are translated to SMARTnet List Price at NBD Service Level or SAS list price as applicable.
Denominator: Service Dollar Conversion Opportunity	Service Coverage Conversion Dollars Available for Conversion in the current period (following full entitlement). Service Coverage Dollars are translated to SMARTnet List Price at NBD Service Level or SAS list price as applicable.

3. Is There Any Exclusion to the Conversion Rate Calculation?



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Not Applicable

4. How do we calculate the Conversion Numerator?

Service Coverage Converted must meet the following criteria:

- Service sale in the current period (following full entitlement).

If the original full entitlement service agreement does not show expiring in the current 12-month period, it is treated separately as a multiyear agreement. This information is collected from Cisco's database and is measured at the contract line item level. Once the data is collected, it is then translated to the SMARTnet NBD list price. Software is translated to the equivalent SAS list price. All service contract types, whether for hardware or application software are included.

5. How do we calculate the Conversion Denominator?

Service Coverage Dollars Available for Conversion is calculated by reporting on both the start and end date of all service coverage:

. Service coverage includes all service SMARTnet equivalent service, whether the coverage is for chassis, cards (that have a SMARTnet offering), or software (SAS/SAU). Service that was sold in the previous 12-month period and is due to expire in the current 12-month period is included in the denominator. If the service due to expire in the current 12-month period was not sold in the previous 12-month period, it will not be included in the conversion calculation.

All service contract types, whether for hardware or application software are included (SMARTnet Resell, Cisco Shared Support, etc.).

6. What is the Timing of the Conversion Rate Measurement?

The service coverage must have been purchased from Cisco in the previous 12-month period and show available for conversion in the current 12-month period. If the contract meets all these criteria, but does not show available for conversion in the current 12-month period, it is treated separately as a multiyear agreement.

7. What else is considered to calculate the Conversion Rate Metric?

Multiyear Agreements

Multiyear agreements will be amortized over the life of the agreement in one-year increments. If a multiyear agreement is originally sold during the full-entitlement period (that is the partner purchases additional years of coverage instead of the minimum one-year requirement), the coverage is converted to SMARTnet NBD list price and divided by the number of years purchased. The first year's value will be added into the conversion numerator and denominator, and the remaining dollars will be credited to the renewal numerator and denominator. Multiyear agreements that meet renewal criteria will be amortized over the life of the agreement and each year's value will be credited to the renewal numerator and denominator.

Case Volume

1. What is the Definition of TAC Case Ratio?

The TAC Case Ratio Metric measures the total number of closed TAC cases per million dollars of SMARTnet next business day list value of the covered installed base during a 12-month period.

2. What is the Formula used for the TAC Case Ratio Metric?

$$\text{Case Volume YTD} = \frac{\text{Total TAC cases closed YTD}}{\text{Total Shared Support Covered Installed Base (@ US SMARTnet NBD List Price) in Million USD}}$$



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Numerator: Total No. of TAC Cases Closed	Total number of TAC cases closed in 12-month period.	Numerator is divided by denominator and results in number of cases per million dollars of installed base.
Denominator: Covered Installed Base Service Value	Dollar value of total covered installed base. Covered installed base value normalized to SMARTnet next business day service U.S. list price.	

3. What is the Formula used for the Annualized TAC Case Ratio Metric?		
Case Volume Annualized =	$\frac{\text{Case Volume YTD}}{\text{\# of Months YTD}} \times 12 \text{ (Months)}$	

4. Is There any Exclusion to the TAC Case Ratio calculation?		
The TAC Case Ratio excludes the following: Service Ordering (SVO), Cisco.com, dead on arrival (DOA), open in error, duplicate, SMARTspares, Case Open Tool Self-Help		

5. How do we calculate the TAC Case Ratio Numerator?		
Total number of TAC cases closed in 12-month period minus the exclusions listed above.		

6. How do we calculate the TAC Case Ratio Denominator?		
Dollar value of total covered installed base. Covered installed base value normalized to SMARTnet next business day service U.S. list price.		

7. What is the Timing of the TAC Case Ratio Measurement?		
12-month period		

8. What else is considered to calculate the TAC Case Ratio?		
The Cisco Shared Support program requires the partner to provide support for Level 1 and Level 2 issues to the customer. It will be necessary, however, for the partner to contact Cisco for Level 3 support from time to time. The case ratio metric is defined as the number of Cisco Shared Support service cases closed per million dollars of covered installed base. Case ratio is calculated by dividing the one year total of TAC cases closed in Cisco's call tracking database by the total covered installed base \$M value at SMARTnet list NBD U.S. price. Covered installed base includes Shared Support equivalent service agreements, including coverage purchased for both chassis and cards. Software coverage includes all Shared Support software coverage.		

RMA Volume

1. What is the Definition of RMA Unit Ratio?

The Return Material Authorization (RMA) Unit Ratio measures the total number of RMA field replacement units shipped per million dollars of SMARTnet NBD U.S. list value of the covered install base during a 12-month period.



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2. What is the Formula used to calculate the RMA Unit Ratio?

$$\text{RMA Volume YTD} = \frac{\text{Total RMA FRU Shipments YTD}}{\text{Total Shared Support Covered Installed Base (@ US SMARTnet NBD List Price) in Million USD}}$$

Numerator: Total No. of RMA Units Shipped	Total number of RMA field replacement units shipped in 12-month period	Numerator is divided by denominator and results in number of shipments per million dollars of installed base.
Denominator: Covered Installed Base Value	Dollar Value of Total Covered Installed Base value normalized to SMARTnet next business day service level U.S. list price	

3. What is the Formula used to calculate the RMA Unit Ratio?

$$\text{RMA Volume Annualized} = \frac{\text{RMA Volume YTD}}{\text{\# of Months YTD}} \times 12 \text{ (Months)}$$

4. Is There Any Exclusion to the RMA Unit Ratio calculation?

The RMA unit ratio excludes the following: non-service Return Material Authorization (RMA), RMAs for Dead on Arrival (DOA), and Field Alert RMAs requested by Cisco TAC.

5. How do we calculate the RMA Unit Ratio Numerator?

Total number of RMA field replacement units shipped in 12-month period

6. How do we calculate the RMA Unit Ratio Denominator?

Dollar Value of Total Covered Installed Base value normalized to SMARTnet next business day service level U.S. list price

7. What is the Timing of the RMA Unit Ratio Measurement?

12-month period

8. What else is considered to calculate the RMA Unit Ratio?

RMA volume is defined as the number of RMA field replacement units relative to SMARTnet NBD U.S. list price value of the partners covered installed base. RMA rate is calculated by dividing the number of RMA field replacement units shipped by the SMARTnet NBD value of the partners covered installed base (installed base under contract). Covered installed base includes Shared Support equivalent service agreements, including coverage purchased for both chassis and cards.

Post-Sale Customer Satisfaction



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1. What is the Definition of Customer Satisfaction?

Customer Satisfaction measures customer satisfaction as reported by the partner's customers

2. What is the formula used to calculate Customer Satisfaction metric?

Average customer score (scale of 1–5, minimum of 30 completed surveys) for the following question:

“Overall, how would you rate your satisfaction with post-sales support (repair, maintenance, and technical support) provided by the above Cisco Channel partner? Would you say you are...”

5—Very Satisfied

4—Satisfied

3—Neutral

2—Dissatisfied

1—Very dissatisfied

Survey process

—Partners and Cisco field personnel are asked to identify customers who should be solicited for participation in the survey. The survey uses a rating system of 1–5, with 5 being the highest. The partner's customers are asked to complete the survey on behalf of the channel partner (the channel partner is identified on the survey).

End-customer names are collected and entered by:

- Cisco account Teams

- Partners by using PAL Tool, go to:

http://www.cisco.com/cgi-bin/frontx/PAL2/ctrl/partner_home.html

Survey volume

—Each Cisco Shared Support partner is required to submit enough customer names to ultimately achieve a minimum of 30 responses on Question 18 for each country grouping. Multiple (unique) respondents from a specific partner client are acceptable to meet the target of 30 responses.

3. Is There Any Exclusion to Customer Satisfaction metric?

N/A?

4. How do we calculate the Customer Satisfaction Numerator?

Not Applicable

5. How do we calculate the Customer Satisfaction Denominator?

Not Applicable

6. What is the Timing of the Customer Satisfaction metric Measurement?

Survey timing

Customer satisfaction surveys are distributed throughout the period. Each partner's targets and thresholds are based on the goals set at the beginning of the measurement period. The result will be calculated based on four Cisco fiscal quarters prior to the end of the annual measurement period.

7. What else is considered to calculate Customer Satisfaction Metric?

Cisco uses a third-party company, Walker, to perform customer satisfaction surveys. The results from this survey are used for a variety of purposes related to partner certification and the development of operational improvement plans.

In the case of Cisco Shared Support, this same Customer Satisfaction Survey is used to measure the customer satisfaction with post-sales support. The question used to determine the partner satisfaction rating is question number 18.



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