Cisco and our partners are building new capabilities to meet the demands of our customers and to capture the unprecedented growth opportunity.

Cisco Partner Enablement provides a consistent and repeatable approach for you to utilize the extensive portfolio of tools and resources to more effectively sell, deliver and support Cisco solutions.

We'll now introduce you to Steps to Success, a strategic business-building platform in the global Cisco Partner Enablement portfolio.

What is Steps to Success?
Steps to Success was developed to help strengthen your business practices and support higher levels of productivity and efficiency. With technical project methodologies aligned to the Cisco Lifecycle Services framework, Steps to Success is designed to help you accelerate your profitability with best practice content to improve your business capabilities, enhance your service portfolios, and expand your solutions practices.

What are the features of Steps to Success?
- An easy to use industry-leading engagement methodology in the Lifecycle Services approach to managing the network.
- Supports Cisco Unified Communications, Core Network Services (advance routing and switching), Data Center Networking, Security and Wireless solutions.
- Segmented by Enterprise, Midmarket, and SMB
- Translated technical project methodologies, project management diagrams and select Top Tools and Templates.

What resources are available on Steps to Success?
Resources and content specific to the partner community include:
- Best practices, project methodologies, plans, tools, templates, design guides, implementation checklists, white papers and more.
- Over 2000 resources, all organized by phases of the network lifecycle.

Plan
Assess the existing environment to determine whether the solution meets the customer’s business and technical requirements. Detailed planning and design will ensure a consistent and successful deployment. Top tools and templates include:
- Network Readiness Assessment Questionnaire
- Site Survey Questionnaire
- Operations Readiness Questionnaire
- Project Plan Template

Design
Development of a solid, detailed and implementation-ready design for your customer solution will reduce potential project scope issues and meet your customer business and technical requirements. Top tools and templates include:
- Detailed Design Template
- Detailed Design Workbook
- Implementation Questionnaire

Implement
Integrate the solution for your customer utilizing a well planned and designed solution deployment, including a plan for Day 2 support. Top tools and templates include:
- Implementation Plan Template
- Staging Plan
- Configuration Worksheet (site)
- Milestone Certificate
- Operations Recommendations Plan

Prepare
Help your customer make sound financial decisions by developing a business case that establishes the financial justification for technology change. Build a solid and consistent scope of work. Top tools and templates include:
- Account Qualification Template
- Business Requirements Template
- Technology Strategy Questionnaire
- SMB-Solution Requirements and Delivery Template
- Statement of Work Template
- SMB-Solution Requirements and Delivery Template
Operate
Your customer will feel assured with a well-planned and developed transition from implementation to support services. The comprehensive Operations Plan helps monitor and maintain network health through day-to-day operations. **Top tools and templates include:**
- Operations Plan Template

Optimize
Stay connected with your customers by reviewing new product and service offerings as a trusted advisor. Help your customers achieve operational excellence through ongoing improvement of their system performance. **Top tools and templates include:**
- QBR Template

Cisco Leading Practices for Partners

Please log on to Steps to Success to view or download all the available resources at [www.cisco.com/go/stepstosuccess](http://www.cisco.com/go/stepstosuccess)

What are the partner benefits of using Steps to Success?
- Immediate access to a proven, repeatable process
- Improve the overall consistency of products and services delivered to customers
- Sell more hardware, software, services and professional services and sell higher into the account.
- Increase network staff productivity by using standardized templates and documents designed to help you work smarter
- Improve customer satisfaction by meeting customer requirements for more complex network capabilities

What are the customer benefits?
Partners using Steps to Success provide customers with a streamlined approach based on a consistent, proven methodology that fully supports their business capabilities.

The end result for customers is a better return on investment, due to thorough planning and faster implementation, which lowers operational costs and improves efficiencies. Steps to Success also increases customer satisfaction by giving partners the resources that can reduce support incidents and deployment errors.

How do I use Steps to Success?
Steps to Success is easy to use. A simple interface puts technical project methodologies and all associated resources at your fingertips. All are organized by the customer engagement phases according to the network lifecycle.

Browse Steps to Success
Choose a technology solution to start accessing leading practices, project methodologies, project plans, tools, templates, design guides, implementation checklists, white papers and much more.

Build your capabilities by leveraging resources in each phase of the network lifecycle.

The Business Operations tab shows you how to get the most from Steps to Success.

Select the components of the customer deliverable from the box on the left for more resources and content.

We recommend starting with Top Tools and Templates.

Language Availability
Select content in 15 languages: Chinese (Simplified), Czech, English, French, German, Italian, Japanese, Korean, Polish, Portuguese (Brazilian), Russian, Spanish, Thai, Turkish, and Vietnamese.

Resources
Steps to Success Website: [http://www.cisco.com/go/stepstosuccess](http://www.cisco.com/go/stepstosuccess)

Partner Enablement Website: [www.cisco.com/go/partnerenablement](http://www.cisco.com/go/partnerenablement)