



## Service Agreement Migration Weekly Updates

This document highlights special topics and areas of interest that will help our partners prepare for contract migration. For updates, progress of the transition to Cisco processes and tools, and instructions for opening and tracking service requests, visit [Service and Support for TANDBERG Acquisition Website](#).

Topic	Summary
<b>Service Renewal Readiness</b>	<p>Although contract migration takes place on May 15, the service renewal timeline is as follows:</p> <ul style="list-style-type: none"> <li>• May 6: Deadline to place service renewal quotes in the TANDBERG system</li> <li>• May 9 – May 15: TANDBERG renewal system shuts down and no new orders or renewals can be placed in the TANDBERG system</li> <li>• May 16: All service renewals will be placed using Cisco tools</li> </ul> <p>Recommendation: To help ensure a smooth transition and provide quality service delivery, <b><i>we recommend partners submit all service renewal orders by May 6, 2011.</i></b></p>
<b>Data To Be Migrated</b>	<p>At migration, your TANDBERG service agreements will be assigned a new Cisco contract number. The serial numbers will remain the same in the Cisco tools so you will be able to access your contracts using the serial number or new Cisco contract number.</p> <p><b><u>Key Difference:</u></b> Under TANDBERG, you managed one contract for every serial number. With Cisco, you will reduce the number of individual contracts you manage by grouping related line items (same Bill-to ID, Install, service level) and combining into one contract.</p> <p>Scope of the migrated data:</p> <ul style="list-style-type: none"> <li>• All information on active TANDBERG service agreements and active warranty coverage, including multi-year service contracts will be migrated.</li> <li>• Expired warranty records for products covered under a service agreement, including historical data of migrated service contracts, and service agreements that have expired more than 90 days prior to May 9, 2011 will <b><i>not</i></b> be migrated.</li> </ul>

Topic	Summary
<b>License Activation Key Process and Return Merchandise Authorization (RMA)</b>	<p>After contract migration, TANDBERG partners and customers will transition to Cisco tools and processes. The Cisco Technical Assistance Center (TAC) will be used to track and support cases and the Service Supply Chain (SSC) will support advanced replacement return materials authorization (RMAs). Cisco Global Licensing Operations (GLO) team provides support for software licensing and activation key issues.</p> <p>The <a href="#">Activation Key Process Self Service Guide</a> describes the process for obtaining and installing activation keys for a subset of Cisco TelePresence products (the former TANDBERG products) and covers the following scenarios:</p> <ul style="list-style-type: none"><li>• <b>Option keys</b> for activating add-on product options purchased after initial product purchase. Options purchased with the initial product are shipped pre-activated.</li><li>• <b>Software release keys</b> for full-version software upgrades or downgrades.</li><li>• <b>Return Merchandise Authorization (RMA) license transfer</b> for installing software and options for RMA product replacements. <b>Key Difference:</b> TANDBERG previously shipped RMA replacements pre-configured. Software and option installation for RMA replacements is now done through a self-service model.</li></ul> <p>To obtain activation keys for products, use your Cisco.com account to sign in to the Cisco Product License Registration website at <a href="http://www.cisco.com/go/license">www.cisco.com/go/license</a>. If you do not already have a Cisco.com account, register for an account at <a href="http://www.tools.cisco.com/RPF/register/register.do">www.tools.cisco.com/RPF/register/register.do</a>.</p> <p>For more information and instructions, review the <a href="#">Activation Key Process Self-Service Guide</a>.</p>

Topic	Summary
<b>Cisco Tools for Service Renewals and Performance Metrics</b>	<p><b>CSCC for Service Renewals</b></p> <p>After May 15, 2011, 1-Tier (Direct) Partners will begin using Cisco Service Contract Center (CSCC) to view, manage, and renew services that were migrated into the Cisco install base system. Those who manage service renewals within your organization will need to gain access to and learn to use CSCC.</p> <p>The following must be met prior to gaining access to CSCC:</p> <ul style="list-style-type: none"><li>• Your company must be a registered partner with Cisco</li><li>• Your company must have a CSCC administrator</li><li>• Each individual user at your company must have a valid CCO ID. If you do not have a CCO ID, visit <a href="#">Cisco Partner Central</a> to register.</li></ul> <p>If the criteria above have been met, follow the instructions in the <a href="#">1-Tier Partner Access Checklist</a> to gain access to CSCC.</p> <p>Once you have access, you can learn to use CSCC:</p> <ul style="list-style-type: none"><li>• Visit the <a href="#">CSCC website</a> for training and information</li><li>• Receive CSCC foundational and service renewal training from Cisco trainers in theater</li></ul> <p><b>SMS3 for Service Renewals</b></p> <p>After May 15, 2011, Distributors will begin using SMS3 to view, manage, and renew services that were migrated into the Cisco install base system. Those who manage service renewals within your organization will need to gain access to and learn to use SMS3. If 2-Tier Partners would like to view and manage their own service renewals and have access to the SMS3 tool, they will have the ability to do so; however, 2-Tier Partners need to work with their Distributor to renew services.</p> <p><b>Cisco Performance Metrics Central</b></p> <p>Performance Metrics Central is Cisco's partner performance metrics tool that enables you to measure and manage your Cisco Service sales and delivery performance. PMC provides up-to-date performance metric calculations, as well as discount and rebate information to help you meet thresholds and obtain incentives. If you are a Cisco Brand Resale partner, you should already have access to your metrics in PMC. If you are a Cisco Partner Core-Bridge program, you will begin to see your metrics in the May release of PMC.</p> <p>For more information and access to self-paced, web-based training for PMC, visit the <a href="#">Performance Metrics Central website</a>.</p>

Topic	Summary
Training	<p>Prior to migration, Cisco will contact 1-Tier Partners to offer foundational CSCC training. Topics will include:</p> <ul style="list-style-type: none"> <li>• Verifying access to CSCC</li> <li>• Setting up preferences</li> <li>• Basic CSCC navigation</li> <li>• Quoting and estimates</li> </ul> <p>Foundational SMS3 training is currently underway with all Distributors that are new to Cisco.</p> <p>After the migration, Cisco will offer additional training on service renewal, contract management, and opportunity management in CSCC and SMS3. Topics will include:</p> <ul style="list-style-type: none"> <li>• Searching for your new Cisco contracts</li> <li>• Updating the install site information on products</li> <li>• Renewing a service contract, including upgrades or downgrades</li> <li>• Aligning service coverage end-date upon renewal</li> <li>• Managing and viewing your service renewal opportunities</li> </ul> <p>In addition, Cisco will offer training on <a href="#">Cisco Activation Key Process</a> and Performance Metric Central post migration. Invitations to these trainings will come from your Cisco representative or trainer.</p>



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