

Cisco Smart Net Total Care Service

Mitigate risk, resolve problems more quickly, and reduce operating expenses with smart services capabilities

Cisco® Smart Net Total Care Service delivers extensive installed base and contract management, along with foundational technical services, device diagnostics, and alerts for your Cisco products. This proactive maintenance package improves risk management, helps resolve problems quickly, and reduce operating expenses. Using information from a secure discovery of your Cisco products and correlating it with Cisco's intellectual capital and product expertise, Smart Net Total Care delivers actionable intelligence, relevant recommendations and information, and proactive support capabilities that reduce operating costs and minimize downtime.

Smart Net Total Care's smart service capabilities identify your Cisco installed base, and securely communicates this to a secure Cisco data center where it is analyzed against Cisco intellectual capital that includes manufacturing, contract, technical support, and security data. The result is a comprehensive view of your Cisco installed base and service contracts, enabling you to make informed decisions about these products and contracts. Detailed inventory information, life cycle status, and contract coverage are made available through a secure web portal, along with targeted alerts. Integrated, proactive device diagnostics and foundational technical service capabilities all work together to help you maintain your Cisco products.

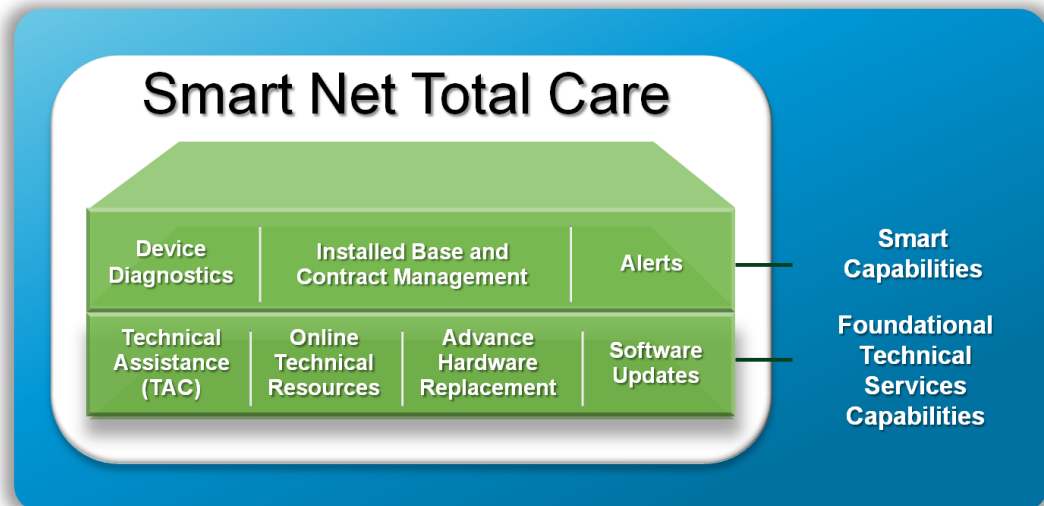


Figure 1: Smart Net Total Care is a proactive maintenance service that provides the information you need to manage your Cisco installed base and service contracts.

Smart Capabilities

Smart capabilities provide better visibility into the state of your IT assets through services that gather information from your Cisco installed base, combine it with Cisco expertise, and create actionable intelligence that helps you make better business decisions. Smart Net Total Care provides relevant, proactive capabilities, including:

- **Installed Base and Contract Management.** An accurate view of your Cisco installed base is essential to reducing operational risk, speeding problem resolution, and simplifying business operations. Having up-to-date inventory information correlated with Cisco's intellectual capital can help you ensure that the proper service contracts are in place – in the event of a problem, entitlement is streamlined and resolution is fast.
- **Alerts.** Relevant hardware, software, security alerts, and field notices help preempt service disruptions and notify you of important information about the Cisco products in your network.
- **Device Diagnostics.** The Smart Call Home capabilities provides proactive, detailed diagnostics and real-time alerts on enabled Cisco products, helping you identify and resolve issues even more quickly, conserving valuable staff time, and improving availability.

Installed Base and Contract Management

An essential capability of Smart Net Total Care is the ability to periodically validate information on your Cisco products' service levels and status against Cisco intellectual capital, and help you ensure that the proper service contracts are in place. You can assess your risk factors, make plans for upgrades, and gather information to help meet compliance with corporate policies.

A powerful web portal provides you with a secure environment to access, review, and save or download reports. The reports are intuitive to use, and include lists, tables, and charts to see the relevant information in a format and context that you can readily use. Context-sensitive help and drill-down capabilities are available to assist you in learning more about the functionality on each portal page, as well as navigate to related topics.

Reports are available in the Smart Net Total Care portal, including an overview that shows a list of your Cisco products by family type, and associated Cisco software details. Reports can be filtered, sorted, searched and saved to .pdf or .xls formats. Detailed reports include:

- **Executive summary.** This provides a high-level overview of Cisco products found in your network, plus summary life cycle data and contract coverage information.
- **Covered devices.** A clear understanding of current Cisco service coverage on critical systems and devices help you minimize risk and quickly resolve any issues. This report shows what Cisco products are covered, and the contract service level, helping you ensure that proper coverage is in place.
- **Uncovered devices.** Cisco products without proper service coverage can reduce application service availability. This report lists Cisco products that were discovered, but did not have a service contract.
- **Exception summary.** Some issues can be hard to isolate. The exception summary lists any exceptions discovered on collected devices, such as duplicate hostnames or IP addresses, and insufficient memory.
- **Hardware and software details.** Understanding hardware and software details associated with your Cisco installed base can help IT administrators mitigate risks to IT service availability. Hardware details include product family, PID, description, and serial number. Software details such as Cisco OS information, and any contract details are also available.
- **Aggregated report.** This report provides a view of your installed base from the perspective of your service contracts. For any Cisco product found in a collection and linked to a contract, this report lists all other Cisco products associated with that service contract – even those devices not found as part of the discovery. You can view aggregated data from all contracts, or create a filter to view a subset of contracts. The Aggregated report can provide critical installed base information that is essential to budgeting and operational planning. For example, last day of service reports help mitigate risks and plan for upgrades of equipment that may no longer be supported.

- **Delta reports.** It is difficult to manage large and complex networks. Delta reports identify which Cisco products have been moved, added, or changed in your installed base between two points in time, as well as changes to product alerts. Product Alert Delta Reports also are available to show alerts from a specific period of time, such as from the last 30 days.
- **Expiring coverages.** Good planning involves minimizing any surprises. This report shows you which contracts will expire in the next 12 months, helping you budget accordingly. The report also lists the affected Cisco products, and when their contracts will need to be renewed.

Contract Consolidation

Contract consolidation helps organize service contracts, helping to assure that you are getting the service coverage you need. In the absence of contract consolidation, when you have more than one service level covering your Cisco devices, individual contracts are in place for each level. This results in many contracts to manage. Smart Net Total Care streamlines the contract structure by consolidating contracts with compatible service levels onto a single contract. This saves time during the renewals process because there are fewer contracts to review and manage. (Note that certain program requirements apply for consolidation and compatibility eligibility.)

Alerts

Targeted alerts and notifications, including hardware and software alerts, Product Security Incident Response Team (PSIRTs), and field notifications are available in the portal. Information from your inventory collection is matched against device product alerts, including hardware end of life, end of support, and end of service; software end of life, end of support, and last day of support, security alerts and advisories, and field notices. This significantly reduces the time needed to assess specific vulnerabilities and take corrective action as needed.

You can use the portal to quickly identify affected devices and the open vulnerabilities for those devices. Product alerts are listed in the Smart Net Total Care portal for easy access and organization. Information on each type of alert can be found by category or device, or affected devices, and contains summary information plus a link to the actual alert on Cisco.com, where the complete text of the alert is displayed.

Device Diagnostics

To help you quickly identify and resolve issues, Smart Call Home functionality provides diagnostics and real-time alerts on enabled Cisco products. Devices enabled with Smart Call Home technology can continuously monitor their own health and notify you of potential issues using a secure, personalized web portal that contains messages, detailed diagnostics, and recommendations. If a serious problem arises, Smart Call Home can automatically generate a service request with the Cisco TAC that is routed to the right team for your particular problem.

Foundational Technical Services Capabilities

Smart Net Total Care provides strong, foundational technical support – award-winning technical support services that give you direct, anytime access to field engineers and Cisco.com resources to help ensure the fast, expert response and accountability needed to resolve critical IT service operation issues. These include:

- **Direct access 24 hours a day, 365 days a year to specialized engineers in the Cisco Technical Assistance Center (TAC).** When a problem affects your business-critical systems, you want fast access to technology experts with experience in diagnosing the toughest problems. Cisco TAC is staffed by Cisco professionals certified in a broad range of Cisco technologies.
- **Online resources provide fast self-service support.** The Cisco Support and Documentation website offers award-winning resources that provide up-to-date technical information you can use any day, any time,

on demand. Use My Cisco to organize and track the information that matters most to you, including automated troubleshooting tools and a library of over 90,000 technical documents.

- **Extract more value from your network with online OS updates.** Protect your investment and extend the life of your Cisco products with anytime, online access to the latest operating system software updates within your licensed feature set. New OS features enable greater network capacity, enhanced security and regulatory compliance, as well as better interoperability.
- **Advance hardware replacement is available to fit your needs.** Next-business-day, as well as premium service level options that provide parts replacement in as little as two or four hours, are available depending on your preference and the type of contract coverage you select.

For More Information

For more information about Cisco Smart Net Total Care Service, visit cisco.com/go/total or contact your local account representative.

For a list of Smart Net Total Care supported devices, go to cisco.com/go/total

For more information about other types of Cisco Services to maintain and optimize your network, including technology-specific and remote management services, visit cisco.com/go/supportservices.

For a complete list of the technical services available for your Cisco products and applications, visit our Service Finder tool at cisco-servicefinder.com.



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