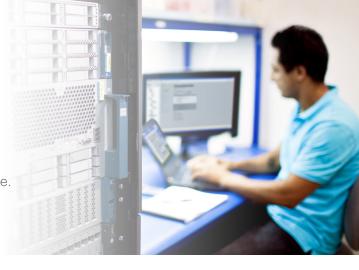# Cisco Partner Smart Assist Service

### Tier 1 and Tier 2 Partners

This set of questions and answers address commonly asked questions for Partner Smart Assist Service.

The information in this Q&A is Cisco Confidential for partners. Do not distribute.

Cisco® Partner Smart Assist Service (Partner Smart Assist) is a new support service for Cisco authorized Tier 1 and Tier 2 partners. The service is designed to help partners successfully deliver smart capability services to their customers. The service provides training on how to set up the Cisco Smart Net Total Care™ portal, deploy the Cisco Common Services Platform Collector, upload collections to the portal, and manage collections. It also provides once-yearly installed base reconciliation and Cisco Technical Assistance Center (TAC) support directly to the partner for level 3 customer issues in using the portal and collections. Partners can optionally purchase one-on-one private coaching sessions and additional installed base reconciliations for an additional fee.

The service will be available on June 24, 2016 in all regions where Cisco does business. Partner Smart Assist may be purchased by Tier 1 and Tier 2 partners directly from Cisco or by Cisco authorized distributors. At this time, distributors are not able to purchase Partner Smart Assist for their own use or consumption. Future releases of Partner Smart Assist will provide distributors with entitlement to the service.

### Offer Overview and Entitlements

**Q**  How does Partner Smart Assist benefit partners?

**A**  Partner Smart Assist provides partners with enhanced services opportunities, greater pricing control and flexibility, and greater profit margin potential. The service can also enable partners to engage with customers and deepen relationships with them, demonstrate their expertise in Cisco Services, and help them gain value from their Cisco smart capabilities.

**Q**  What is the benefit of the service to customers?

**A**  Customers gain the choice and flexibility to purchase smart capability enablement and support services directly from their preferred partner. With Partner Smart Assist, customers are assured that they can gain and maintain access to installed base insights. These insights include visibility into their Cisco devices, if they have support coverage or not, and if they are nearing last date of support. Customers can then use this information to make informed decisions about their product investments, which can result in improved efficiencies, network availability, and mitigated risk. When they need assistance and support, they know that they can get it quickly from their Cisco partner.

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**Q** Is Partner Smart Assist a collaborative offer?

**A** No. Partner Smart Assist is not a collaborative (for example, Partner Support Services) offer.

**Q** What is Partner Smart Assist installed base reconciliation?

**A** Installed base reconciliation is the process of comparing information in various data sources to detect any data inconsistencies; fixing any errors that might exist, such as missing or duplicate data; and updating Cisco databases as applicable. Partner Smart Assist installed base reconciliation is provided once per year for the partner's end customer and includes comparing customer data residing in the Smart Net Total Care™ portal with information from Cisco's contract database. Installed base reconciliation will correct some of the more common data discrepancies.

**Q** Is installed base reconciliation for Partner Smart Assist the same as Smart Assist Service installed base reconciliation?

**A** The level and type of customer data that is compared and cleaned in Smart Assist and Partner Smart Assist installed base reconciliation are the same. With Partner Smart Assist, installed base reconciliation is performed once per year. Additionally, with Partner Smart Assist, there is no before and after report of the corrections provided to the partner.

**Q** Can partners perform installed base reconciliation?

**A** No. Cisco will perform the installed base reconciliation for an end customer on behalf of the partner. Partner Smart Assist Service provides one installed base reconciliation per end customer per year. Additional installed base reconciliations are available for an additional fee.

**Q** When is the installed base reconciliation service performed?

**A** Partners initiate the installed base reconciliation request after collections and uploads to the portal have been completed. To initiate the request, partners submit a request in Customer Services Central. The request is routed to Cisco's Customer and Partner Services (CPS) team, who then perform the installed base reconciliation on behalf of the partner.

**Q** What is covered in the training?

**A** Cisco Partner Smart Assist enablement training sessions include knowledge transfer on how to enable smart capabilities. This includes detailed information about how to deploy the Common Services Platform Collector, access the Smart Net Total Care portal, register for the Cisco Services Access Management tool, and troubleshoot portal and collection issues. Training also covers the process to initiate an installed base reconciliation with Cisco.

**Q** How is the enablement training delivered?

**A** Partner Smart Assist enablement training is delivered by an experienced resource from the Cisco Technical Services organization and includes up to 20 hours of remote Cisco WebEx® sessions. Multiple partner companies may attend a single training session. The training is held periodically in various regions.

**Q** How often is the enablement training delivered?

**A** Training will be held no less than once per quarter per Cisco region (Europe, Middle East, Africa, Russia; Asia Pacific and Greater China; North and South America and Latin America). Training schedules will be made accessible on the Partner Smart Assist Resource Library for partners to view and register participants for training.

**Q** How many participants from our company can attend the training?

**A** There is no limit to the number of employees from your company who can attend training. Recordings of the training sessions will be available for partners. If additional training is required, one-on-one private remote coaching sessions are available at an additional fee.

**Q** Is the training available in languages other than English?

**A** Although training will be conducted in English, best efforts will be made to hold training and provide training materials in non-English, localized languages if possible. This includes Chinese, Japanese, Korean, Portuguese, and Spanish.

**Q** Do I need to attend all 20 hours of training?

**A** The training program includes up to 20 hours of training and covers all essential topics about how to help customers be operational on smart capabilities. Although it is not mandatory, it is highly recommended for partners to attend all training to be successful.

**Q** Is one-on-one coaching or training available onsite?

**A** No. Only remote coaching is available for purchase.

**Q** What is covered in one-on-one coaching sessions?

**A** Private, one-on-one coaching sessions provide personalized guidance on topics relating to enabling and using portal and collections capabilities, including Smart Net Total Care portal usage and troubleshooting, Cisco Services Access Management, and collections management.

**Q** Does the TAC support any non-English languages?

**A** TAC support is available in English. However, best efforts are made to provide support in other languages when possible. These include Afrikaans, Chinese, French, Japanese, Korean, Polish, Portuguese, Russian, Spanish, Ukrainian, and Vietnamese.

**Q** What is level 3 support?

**A** Level 3 and higher TAC support issues are more complex in nature. They include:

- Problems reported to the TAC for the first time in which no documentation exists for the problem on Cisco.com or any other format
- Problems associated with an identified bug that is not yet published on Cisco.com
- Hardware and software bugs that require a specialized expertise level beyond first- or second-level support
- Product and software development engineering support for resolution of product defects
- Interoperability issues that might be caused by third-party software and hardware

**Q** Do I need to provide customer information in order to gain entitlement to Partner Smart Assist services and support?

**A** Yes. Partners pay for the service on a per-customer basis and are entitled to services only for the end customer for which they have purchased the contract for the duration of the service. As such, partners must provide customer information in order to gain entitlement.

**Q** Why would I renew the service?

**A** Partner Smart Assist provides ongoing TAC support to help solve complex customer issues in using the portal and collections. This benefits partners by providing the support they need to make sure their customers always have access to view their installed base through the Smart Net Total Care portal. The service also includes enablement training for partner employees who have not attended training or who need a refresher, as well as an annual reconciliation. These services are designed to help partners get the service and support they need to successfully deliver smart capability services to their customers.

**Q** How do I gain access to my customer's data in the Smart Net Total Care portal?

**A** Customers can grant partners Cisco Branded Reseller access to the Smart Net Total Care portal, where partners can see contract information for contracts they have resold. For devices resold by another reseller, they will see network-level information for the devices, alerts that affect the devices, and whether the devices are covered by a service contract. If a customer provides letter-of-authorization (LOA) access to the portal for the partner, Cisco will share four additional fields for contracts sold by another reseller per Cisco's information disclosure policies, including contract end date, service level, service program name, and install-at address. The customer might elect to have the Cisco reseller be the interface with Cisco acting on their behalf in the performance of the Smart Assist Service.

## Quoting and Ordering

**Q** How can I purchase Partner Smart Assist?

**A** Tier 1 and Tier 2 partners can purchase Partner Smart Assist directly from Cisco or from an authorized Cisco distributor. Refer to Quoting & Ordering Tip Sheet for information on how to order Partner Smart Assist.

**Q** Are there any prerequisites?

**A** End customers must have a smart-entitled foundational offer, such as Smart Net Total Care, SP Base, Solution Support, or Cisco TelePresence® Essential Operate, as a prerequisite.

**Q** How is Partner Smart Assist priced?

**A** The base price for Partner Smart Assist is on a per-customer basis. Partners will be entitled to services only for the end customer for which they have purchased the contract, for the duration of the service. Partner Smart Assist also includes two optional services, each of which is offered at an additional price.

**Q** Are there any eligible rebates or discounts?

**A** No. The price is the lowest available price, which includes all viable discounts and rebates, except for multi-year orders, which include associated discounts.

## Resources

**Q** Where do I go to learn more about the offer?

**A** You can learn more about the offer, including obtaining collateral and training materials, on the Partner Smart Assist Resource Library in Cisco Communities.

**Q** Whom do I contact if I have any questions?

**A** For questions, reach out to your partner services development manager or account manager.