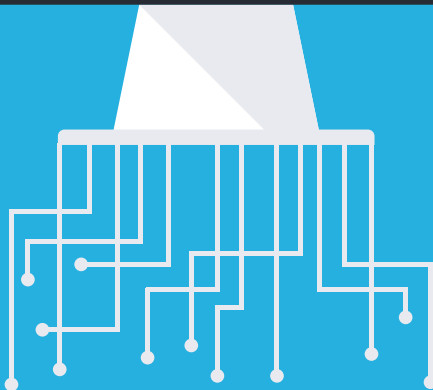
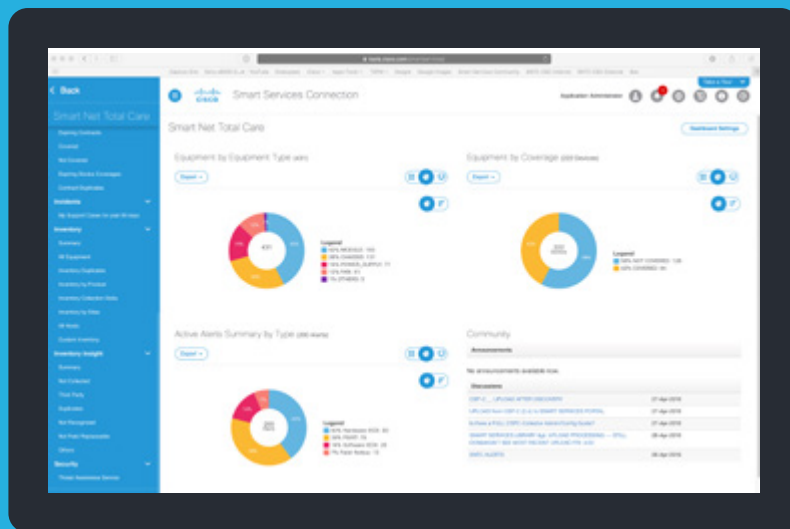





# Smart Net Total Care Realizing the Promise of Automation for Network Support Operations

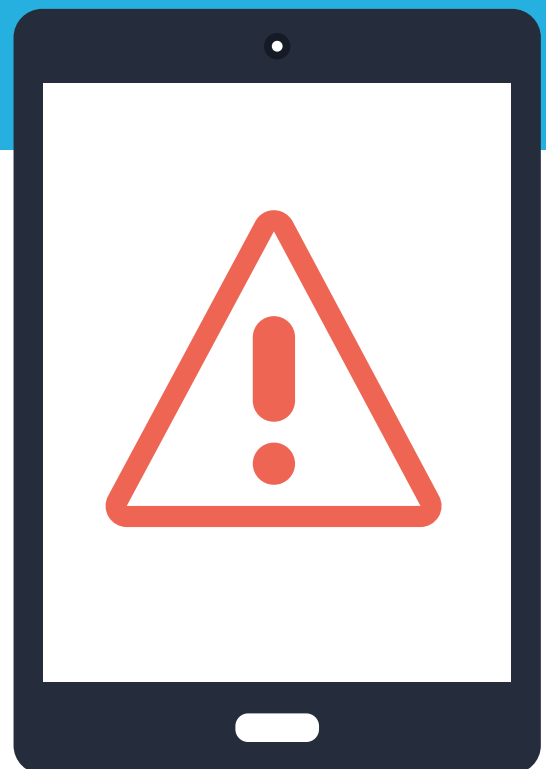


Even as networks become more complex to meet the growing demands of cloud, big data, social media, and mobile initiatives, your team is probably still being asked to do more with less.



Now you have the tools at your fingertips to help you simplify your network support operations, so you don't have to spend time and resources manually implementing repetitive device inventory procedures, maintenance tasks, and fundamental support processes.

This manual coordination can result in configuration errors and cause critical issues.



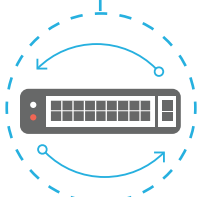
# There Is a Better Way, and Now You Have It

With your Cisco Smart Net Total Care™, you now have the tools you need to simplify inventory data collection, risk management, network maintenance, and device information consolidation.

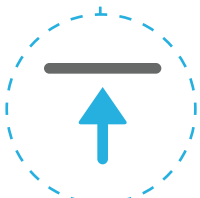
First, let us quickly review what you get from your Smart Net Total Care service:



Anytime access to the Cisco Technical Assistance Center for covered devices (24 hours, globally)



Advance hardware replacement, including 2-hour, 4-hour, and next-business day options



Access to operating system software updates and upgrades



24-hour access to Cisco online resources



Smart support capabilities providing product lifecycle information, service coverage details and alerts

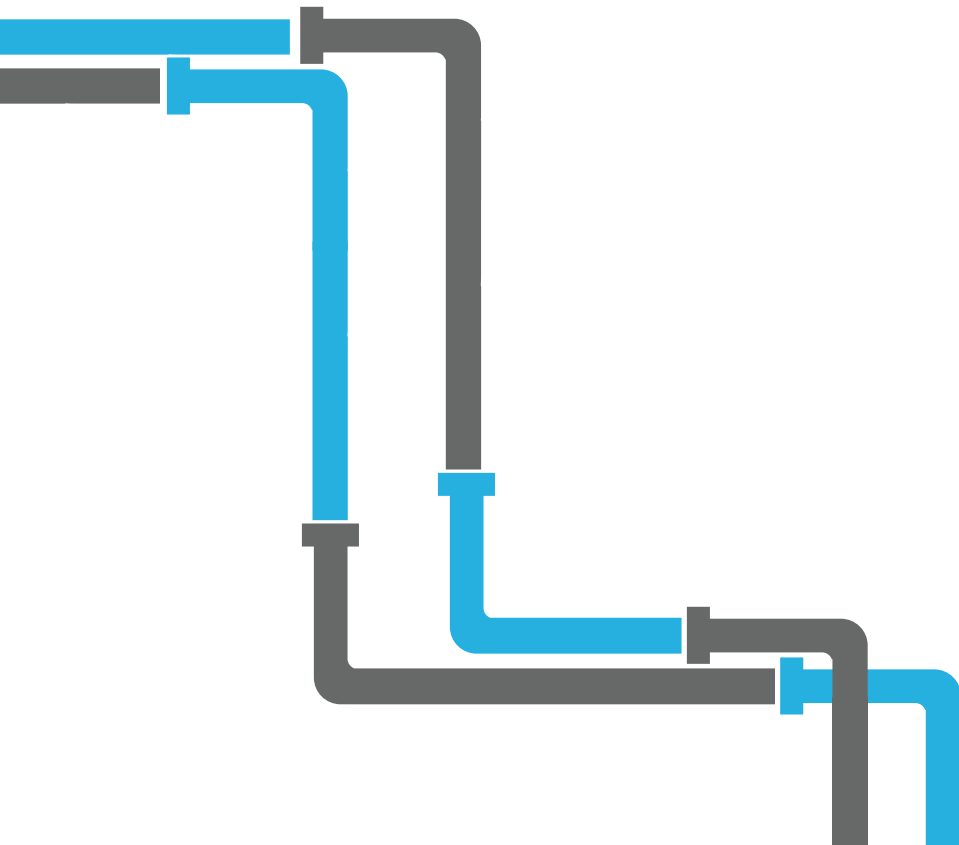


Proactive diagnostics and remediation recommendations for devices with Smart Call Home activated



Robust web-based user community to provide the training and support you need to deploy, register, and use these capabilities

*Are you ready to start saving time and money?  
We're ready to help you get there.*





# Want to learn more?

Take a moment to watch this short video about how Smart Net Total Care can help your business.



# Contents

This e-book features useful resources to help you learn how to efficiently use the portal to achieve your business goals and dive deeper into the outcomes that interest you.



①

## Installed Base Management

Get the insights you need into your installed base.

②

## Risk Management

Learn strategic tips to better manage and use product alerts to reduce vulnerabilities.

③

## Lifecycle Management

Proactively manage your contract and device lifecycle.

④

## Device Change Management


Get an accurate view of what is in your installed base with inventory uploads and regular discoveries.

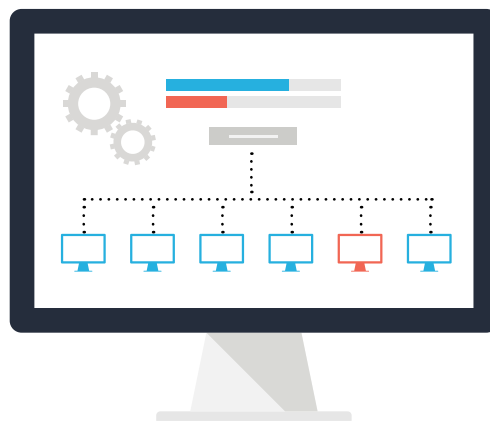
⑤

## Continuous Support Coverage

Simplify your device coverage and contract renewals.

# 1. Installed Base Management

Managing device inventory manually is a time-consuming process that is difficult to keep current and accurate. With Smart Net Total Care, you have an automated inventory tool enabling greater visibility into your ever-changing network, so you know exactly what is in your network. 



The IT network operations manager at iYogi, a leading provider of technical support services, reflects on the company's transition to a centralized installed base management tool:

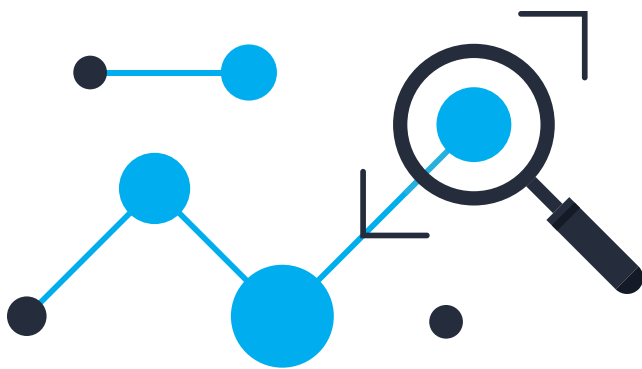
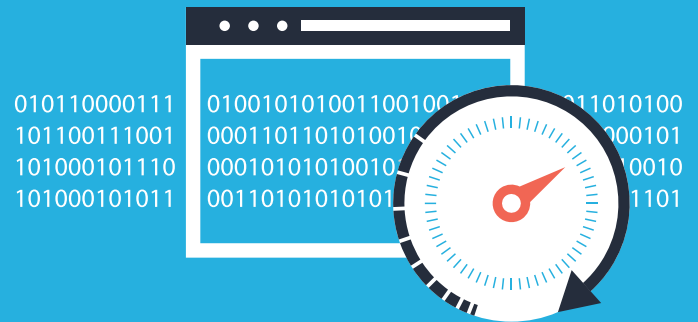
*“The Smart Net Total Care web portal provides us with a single source of truth on the status of our network inventory. Because we operate multiple network operations’ shifts 24/7 every day of the year, this ensures that each shift has the most current and complete device information available, rather than referring to manual reports that may be out of date or incorrect. This contributes to a more stable network operating environment than before we implemented the Cisco solution.”*

Pradeep Joshi, IT Network Operations Manager, iYogi, Inc.

Are you ready to get started? Here's how Smart Net Total Care provides you with smart data:

## 1. Collect inventory data.

Smart Net Total Care helps you gather information from your installed base.

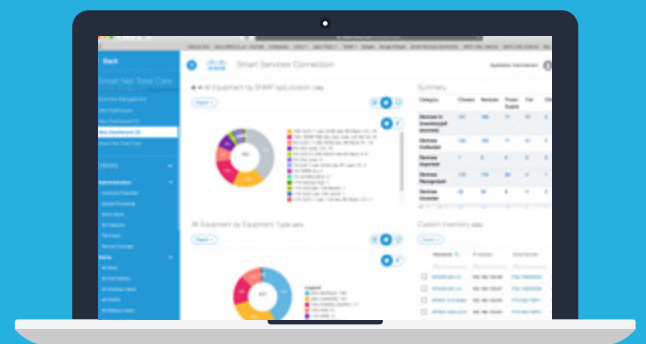


## 2. Analyze device data.

The collected or imported information is securely analyzed against Cisco manufacturing, security, shipping, and contract data.

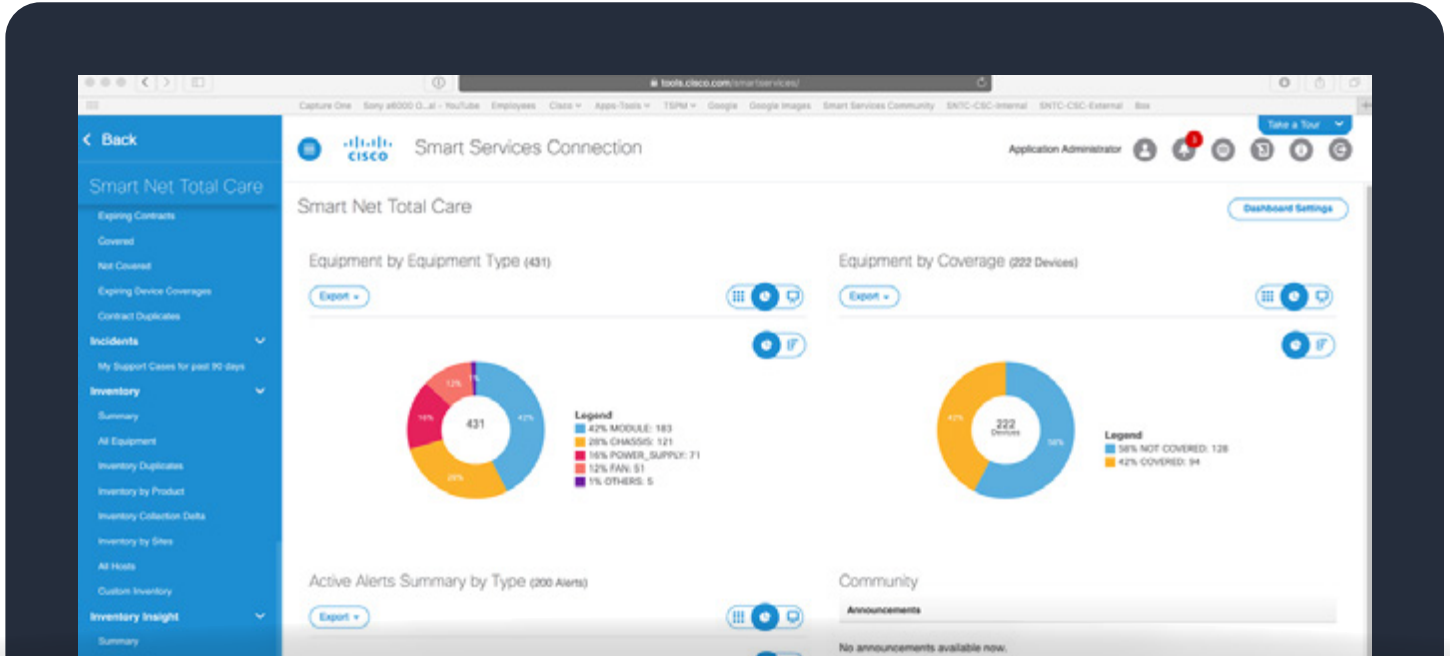
## 3. Publish to a centralized portal.


By viewing the information in the portal and exporting the data in a variety of reports, you get a comprehensive view of your installed base, service contracts, and product alerts.





# The Smart Net Total Care Portal



Your **Smart Net Total Care** provides a 24/7 self-service portal that displays all your collected and imported device information, providing a complete view of your devices' lifecycles, which helps to speed up your planning and renewal processes with organized and detailed device-level information: 

Equipment type  
Host name  
IP address  
System name

Serial number  
Product ID  
Product family  
Ship data

Contract number  
Coverage end date  
Coverage status  
Service level



*With Smart Net Total Care, you can run an inventory report to quickly assess contract and device details.*

Tracking your installed base in this detailed and timely way can help your company to:



Set up a network that enables your company to reach your goals and keep up with an evolving competitive landscape



Manage risks, so you can keep that network up and running, enabling productivity and prosperity



Make sure your network has continuous support coverage



Prepare for the unexpected



Speed up problem resolution when an issue does occur




Free up resources to work on other IT initiatives

Best of all, you can keep your stakeholders productive and make sure business-critical capabilities aren't put at risk by network disruptions.



Log in to the portal to access our comprehensive library of how-to videos and role-based training resources, by selecting Useful Links in the navigation pane. Simply click on How-To Videos, your desired language, and your job role to find videos customized to your specific tasks or choose from a bank of training videos. **Get started now.**

## 2. Risk Management

Manually searching through all your alerts is exceptionally time consuming, and as alerts pile up, so do your potential vulnerabilities. 

Centralizing your alert management with Smart Net Total Care helps you stay one step ahead, enabling you to proactively identify risks that require mitigation and reduce time chasing irrelevant alerts.





# Five Tips for Better Alert Management



## Develop an Alert Review Process

- Determine what your main alert management goals are.
- Establish a regular alert review schedule and follow it.
- Make sure all team members are involved in the process, understand it, and know what to do with the alert information.
- Establish a timeline for reviewing your results.
- Evaluate what's working and what's not and make adjustments.

## Prioritize Alerts by Business Needs

Your team should establish its own set of critical considerations for prioritizing alerts, such as potential security vulnerabilities, business criticality of the device, the service level agreement type, equipment replacement costs, device location, or the software and hardware lifecycle.

Additional factors might make your team's list. Establishing a predetermined set of factors and a hierarchy of their importance will help provide your team with a clear view of alert priorities.





## Tag Alerts

Put your process into action. With a clear, established process, when your main reviewer tags alerts for action, your team knows what steps to take to manage the alert and can annotate what has been done, so there is a reference record.

## Maintain an Alerts Record

Record whether you addressed the alert or chose not to and why, so your team has critical context for retrospective analysis as well as important background information on hand when addressing remediation steps.



## Review Alert Status

Run a delta report to quickly identify alerts from a specific time period for your review. Compare the before and after alert status to make sure all your most important items have been addressed.



Watch the **Alerts Administration** training video



Watch **Alert Prioritization** training video



*“Since implementing the Smart Net Total Care service, we have reduced network downtime by over 60 percent. We’ve also exceeded our customer delight index (CDI) target for the first time ever. This is not surprising given the strong correlation between network reliability and customer satisfaction.”*

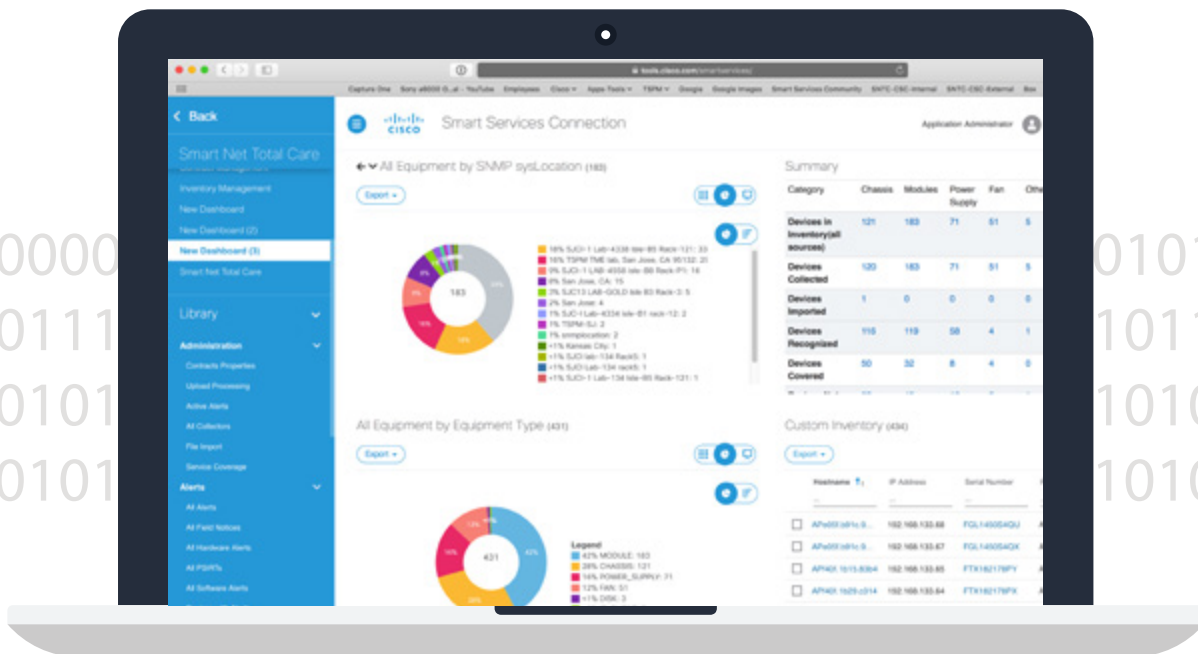
Elly Odera,  
head of Network and Service Operations, Safaricom





# 3. Lifecycle Management

Review end-of-life and end-of-support data to support proactive network planning, migration, feature readiness, and hardware refresh. Through its enhanced visibility, Smart Net Total Care can help you build a customized dashboard with last day of support alerts, hardware alerts, and inventory by product; dive deeper into the data using alerts and inventory catalogs; and schedule tasks through contract management and product alert reports.



*A leading software company with customers in more than 180 countries wanted to transition network management from various local teams to a single global team, but the global team was unable to get a full view of the company's network inventory. After implementing Smart Net Total Care, the team was able to get the visibility it needed to keep better track of the network and get a clear picture into end-of-service/end-of-life information.*

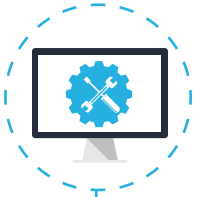




The company's director of IT network services reports,  
*"Understanding the service coverage situation meant that we could, for the first time, make sure that every piece of Cisco equipment on the network had adequate coverage and accurate EoS/EoL information."*



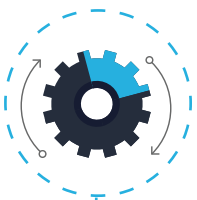
Maintaining a comprehensive and up-to-date view used to be extremely challenging, but not anymore. Cisco gives you the tools you need to easily:



Review relevant and complete end-of-life and end-of-service data



Create alert heat maps to identify high-risk hardware/software combinations and critical network devices to prioritize and allocate budget for replacement or coverage renewal



Plan for feature readiness and hardware refresh



Make sure your Cisco hardware is running current, supported software versions



Mitigate risk and plan to replace equipment that is no longer supported

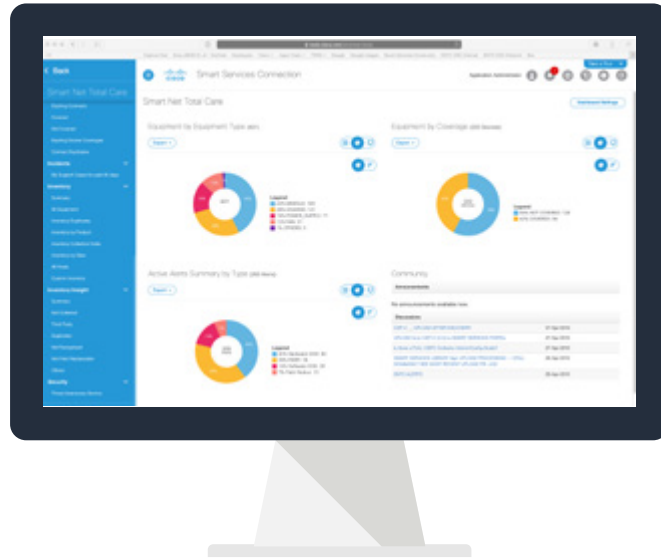


Did you know you can access smart reports to get detailed information about critical announcements and view all contracts, so you can plan ahead?





# 4. Device Change Management



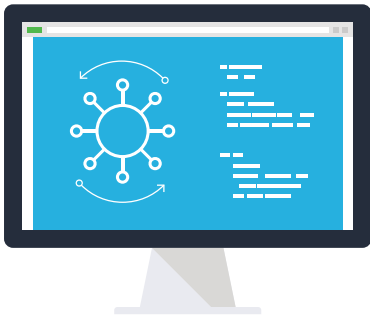
George Mason University's IT team wanted to simplify its device change management in order to improve troubleshooting practices and speed up time to resolution. With multiple groups adding, moving, and changing devices in the network, it was hard to keep track of exactly what was in the network. With Smart Net Total Care, they can keep inventory up to date and promptly manage issues when they occur.



*"With the inventory management, reporting, and other functions available to us now, we have one place to go to see all of our equipment. We can simplify upgrades, avoid the risks associated with outdated code, monitor only the alerts that matter to us, and do it all in just minutes. What a difference."*

David Robertson, Service Delivery Manager Network Engineering

Networks are constantly changing, so having a consolidated view of those changes can give you the visibility you need to maintain a highly reliable network. Smart Net Total Care can help provide that view, but it's up to your team to maintain the device list and credentials during ongoing collection and maintenance. This list needs to be current and should be updated whenever you make changes to your network. There are a few easy ways you can maintain this list:



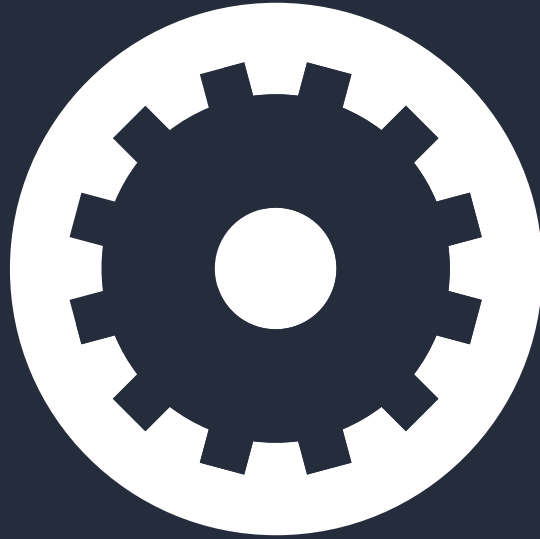
Update the managed device list with information from a network management system or import an updated CSV file.



If you do not have an up-to-date device list in your network management system, you can schedule discoveries via Smart Net Total Care to run at regular intervals to keep the managed device list up to date.



To verify all changes have been made, run an inventory collection delta report to confirm additions and deletions to your network and conduct time-specific management of moves, adds, changes, and deletions.




If you're ready to learn more about discovery  
and maintenance in Smart Net Total Care,  
**check out these resources.**



# 5. Continuous Support Coverage



It's difficult to assess risk, allocate budget, and process renewals without clear visibility into which devices are covered and if they are covered at the right level. 

At large and midsize companies, directors of operations, IT managers, and network engineers handling coverage planning and contract renewal face a unique challenge to manage coverage dates and entitlement levels on dozens of different contracts for hundreds, or even thousands, of network devices.

[Quintiles senior network systems engineers](#) reported spending upward of 40 hours searching through spreadsheets to track down data for renewals before finding a better way with Smart Net Total Care.

With full visibility into your network's installed base, you can use Smart Net Total Care reporting tools to simplify renewals, and verify entitlement freeing up your team resources to focus on innovation and strategy.







Did you know with Smart Net Total Care you can run a contract management report, which provides a summary report of:



All contracts



Expiring contracts and coverage



Covered and not covered devices



Product summaries



Last day of support details



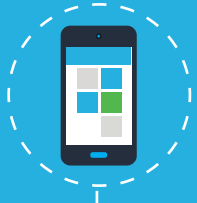
This comprehensive perspective of your network helps you:



Review coverage information



Identify expiring coverage to prioritize renewals



Proactively mitigate device coverage risk



Make more informed decisions about coverage levels associated with each of your devices



Speed up budget planning



Consolidate contracts by synchronizing support dates so devices come up for renewal at the same time and standardize your service-level agreements (SLAs)



Organize critical information to save time when addressing remediation steps.



Make sure business-critical devices have continuous support coverage



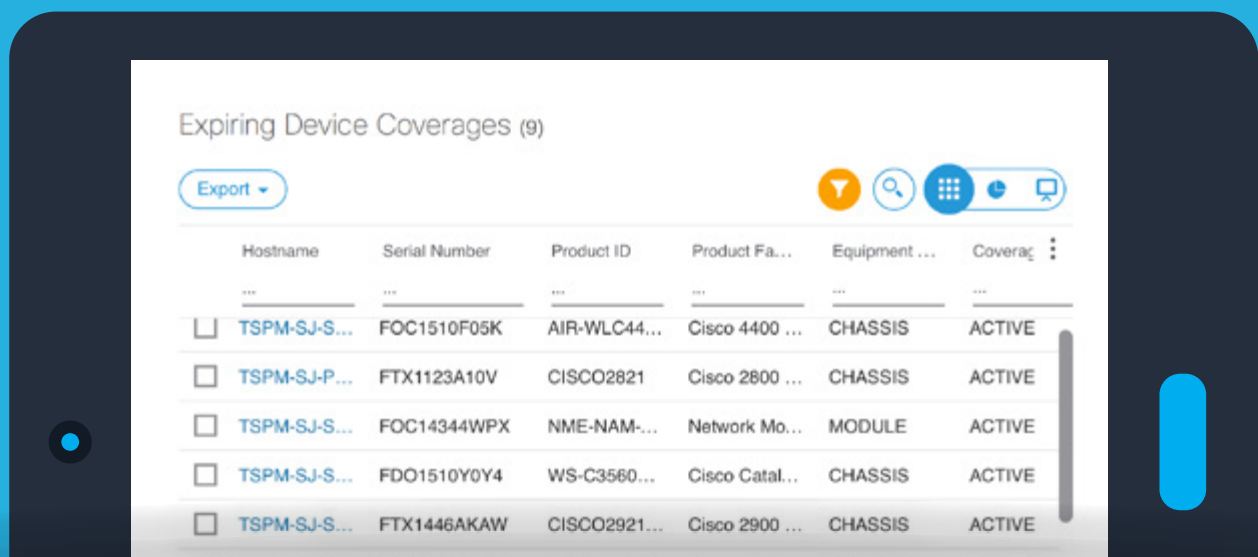
Ready to learn more about how you can use the Smart Net Total Care dashboard to identify coverage gaps in your network and more? Check out this training video.

**Get Started Now.**



# Get Started Today

With the network insights you get through your Smart Net Total Care portal, you can better plan for your network's future. Decisions regarding device coverage, maintenance, software upgrades, and replacement at end of life should be made with a full knowledge of what devices you have in the network, service and support incidents, and coverage and entitlements. You can get all this by using the Smart Net Total Care portal.



The screenshot displays a web interface titled "Expiring Device Coverages (9)". It features an "Export" button and several utility icons (filter, search, grid, refresh, chat). Below is a table with columns for Hostname, Serial Number, Product ID, Product Fa..., Equipment ..., and Coverag. The table lists five rows of device information, each with a checkbox on the left.

	Hostname	Serial Number	Product ID	Product Fa...	Equipment ...	Coverag
<input type="checkbox"/>	TSPM-SJ-S...	FOC1510F05K	AIR-WLC44...	Cisco 4400 ...	CHASSIS	ACTIVE
<input type="checkbox"/>	TSPM-SJ-P...	FTX1123A10V	CISCO2821	Cisco 2800 ...	CHASSIS	ACTIVE
<input type="checkbox"/>	TSPM-SJ-S...	FOC14344WPX	NME-NAM...	Network Mo...	MODULE	ACTIVE
<input type="checkbox"/>	TSPM-SJ-S...	FDO1510Y0Y4	WS-C3560...	Cisco Catal...	CHASSIS	ACTIVE
<input type="checkbox"/>	TSPM-SJ-S...	FTX1446AKAW	CISCO2921...	Cisco 2900 ...	CHASSIS	ACTIVE

Smart Net Total Care is a powerful tool, and its use is a critical step in improving your network operations. Successful conversion to automated processes can transform your IT operations, helping you improve your installed base management, enhance your risk management, simplify your lifecycle and device change management, and simplify your contracts and renewals, so you can free up valuable network personnel from inefficient manual practices to work on innovative and strategic programs.

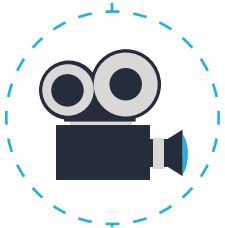
# Next Steps

We're here to help you master Smart Net Total Care, so you can automate your processes, organize your installed base, filter and prioritize your alerts, maximize efficiencies, and manage risk.

Here are some additional actions that we recommend for you:



Explore the [Smart Net Total Care Portal](#).



Check out useful [how-to videos](#) to get started in the portal.



Join the [Smart Net Total Care Support Community](#), an online community dedicated to you so that you can connect with other users and Cisco subject matter experts to share, learn, and collaborate.