Service Description: Cisco Asset Management Service

This document describes Cisco’s Asset Management Service.

**Related Documents:** This document should be read in conjunction with the following documents also posted at [www.cisco.com/go/servicedescriptions/](http://www.cisco.com/go/servicedescriptions/): (1) Glossary of Terms; (2) List of Services Not Covered; (3) Severity and Escalation Guidelines; and (4) Service Description: Cisco Smart Assist Service. All capitalized terms in this description have the meaning ascribed to them in the Glossary of Terms.

**Direct Sale from Cisco.** If you have purchased these Services directly from Cisco, this document is incorporated into your Master Services Agreement (MSA) with Cisco. In the event of a conflict between this Service Description and your MSA, this Service Description shall govern.

**Sale via Cisco Authorized Reseller.** If you have purchased these Services through a Cisco-Authorized Reseller, this document is for description purposes only; is not a contract between you and Cisco. The contract, if any, governing the provision of this Service will be the one between you and your Cisco Authorized Reseller. Your Cisco Authorized Reseller should provide this document to you, or you can obtain a copy of this and other Cisco service descriptions at [www.cisco.com/go/servicedescriptions/](http://www.cisco.com/go/servicedescriptions/).

The Cisco Asset Management Service is intended to supplement a current support agreement for Cisco products and is only available where all Product(s) in Customer’s Network are supported through a minimum of core services such as Cisco’s Smart Net Total Care (SNTC), Solution Support, or SP Base and Software Application Services, as applicable. Cisco shall provide the Asset Management Service described below as selected and detailed on the Purchase Order for which Cisco has been paid the appropriate fee. Cisco shall provide a Quote for Services ("Quote") setting out the extent of the Services that Cisco shall provide and the period during which such Services shall be provided. Cisco shall receive a Purchase Order that references the Quote agreed between the parties and that, additionally, acknowledges and agrees to the terms contained therein.

**Service Summary.** The Cisco Asset Management Service is available in two service levels that offer increasingly personalized attention and designed to aid the Customer’s asset management improvement efforts. Each service level extends the coverage of the previous level.

- **Asset Management Standard**

  1. **Cisco Asset Manager.** Cisco will designate an individual ("Cisco Asset Manager" or "CAM") to identify Cisco service contracts under which Customer's installed base is being supported by Cisco and support the activities identified below. The type of service contracts identified will include amongst other services, hardware support contracts (e.g. Smart Net Total Care, Solution Support) as well as other technical support services such as Combined Services. PSS and Managed Service contracts are out of scope for this offer.


  3. **MACD Activities.** The CAM will perform the following “move, add, change and delete” (MACD) coordination, follow-up, and validation activities:

      - Changes in contract for service level, covered products, configuration, termination.
      - Site changes including creating sites for new locations, providing new site IDs for missing locations in contracts, terminating invalid customer sites or dummy sites, site location updates in case of site movement of inventory, site address corrections.
      - Move items across contracts.
      - Analyze opportunities for contract consolidation and co-termination.

      - These updates to occur no more than once per month.

- **Asset Management Premium**

  Both service levels include the standard Cisco Smart Assist Service deliverables.

**Cisco Responsibilities.** The Cisco Asset Management Service consists of the provision of Services described below, where available.

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Controlled Doc. # EDM-120491853 Ver: 4.0 Last Modified: Wed Apr 15 06:55:20 PDT 2020

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4. Installed Base Cleanup. The CAM will review the installed Cisco hardware and software on Customer network ("Installed Base") and perform the following Installed Base (IB) management/cleanup activities:
   • Analyze IB data and build plan to manage duplications. Identify duplicate devices and correct data, as needed.
   • Serial Number Validation.
   • Correct the Customer's support contracts for the following issues:
     a. $0 Card/Modules: Link Parent/Child and add to contract, if applicable. (Analyze and Correct)
     b. Priced Card/Modules: Link Parent/Child if there is Contract Bill-To and Service-Level match. (Analyze and Correct)
   • Coordinate and validate contract updates for RMAs based on reports provided by:
     a. Cisco's High Touch Operations Management (HTOM) service if the Customer has purchased HTOM service.
     b. Customer reports detailing the serial numbers removed and replaced.
   • Provide Last Day of Support (LDOS) data.
   • Analyze and build plan to correct End-of-Support (EOS) Devices: De-link Parent/Child in case of EOS mismatches.
   • These updates to occur no more than once per month.

5. Reporting:
   • The CAM will provide, up to two each, of both i) a consolidated IB inventory report from various sources used to identify service contracts; and ii) upcoming service contract expiration/service renewals report. These reports will be presented remotely by the CAM to the Customer twice per year as part of a scheduled Installed Base (IB) Business Review.

6. Contract Entitlement:
   • The CAM will assist with follow up, validation, and escalations for contract entitlement related issues.

Customer Responsibilities

1. Provide necessary information about Installed Base to the CAM to complete the IB Inventory report.
2. Designate a representative to act as the primary interface with Cisco. This representative will work with the CAM to resolve any issues related to the Cisco Asset Management Service.
3. Customer will regularly attend scheduled conference calls and respond to emails as required by Cisco to support asset management activities.