

CISCO CONTRACT MANAGEMENT

Complexity Made Easy

Cisco Smartnet contracts have continued to be a growing pain point for organizations of all types as they contain vital information that needs to be accessible when critical issues arise. Today, many organizations struggle to maintain accurate information of their inventory with multiple, manual spreadsheets in vulnerable locations, wasting countless hours of valuable time and effort. It's time to say goodbye to these broken processes and fire drill situations that keep you up at night, and Entisys360 is ready to help. With Entisys360's state-of-the-art Cisco Contract Management Concierge Services, you can rest easy in knowing you have partnered with industry experts who are dedicated to support and serve you!

BEYOND THE PORTAL: WHITE-GLOVE SERVICES HELP YOU MAKE THE MOST OF YOUR CISCO INVESTMENTS

Entisys360 is well-known throughout the industry for our white-glove services, which we are proud to extend to our clients' Cisco deployments.

Through the Entisys360 Cisco Contract Management Concierge Services, you will gain access to a dedicated team of experts who will personalize and prioritize the services we provide to you, based on your unique needs and requirements. Our team will also expertly deliver actionable business insights and broader visibility into your Cisco infrastructure environment through regular health checks, while continually evaluating and mitigating risks with your IT assets to ensure optimum operational efficiency.



E360 CISCO CONTRACT MANAGEMENT OVERVIEW

- Dedicated contract management team to assist you with all your business needs
- Assessment of entire install base to ensure full visibility into all covered & uncovered devices
- Risk assessment covering the stability of your network and its security
- Quarterly Health Assessments on your Cisco environment
- Comprehensive contract consolidation and co-termining management
- Product, service level and location change management
- Proactive End of Support/End of Life reporting provided with solution update advisement
- Ensure Cisco ID access to your contracts

COMPLETE LIFECYCLE MANAGEMENT TAILORED FOR YOUR BUSINESS REQUIREMENTS

To further enable you to maximize the return on your Cisco investments, Entisys360 offers a Complete Lifecycle IT Asset Management portal. This cloud-based portal, supported by our white-glove Cisco Contract Management Concierge Services Team, can assist your organization with achieving its business requirements.

With our people, processes and tools in place, you'll gain the expertise you need to quickly and easily make changes to your contracts on a weekly, monthly, or even daily basis—enabling you to more fully understand the breadth and depth of the Cisco services and software contracts. This will help you effectively avoid the risk associated with inaccurate data that can occur when audits are only completed on an annual basis.



CISCO CONTRACT MANAGEMENT

Entisys360 Unique Contract Management Offerings

| STANDARD Complimentary Concierge Services | ENHANCED Comprehensive Asset Visibility | PREMIUM Customized Interactive Engagement |
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| <ul style="list-style-type: none"> • Initial Environment Assessment • Initial Business Review <ul style="list-style-type: none"> ◦ End of Support/End of Life Analysis ◦ Expiring Contract Assets Report ◦ Contract Consolidation ◦ Tech Migration Proposal ◦ Annual Environment Assessments • Annual Business Reviews | <p>ALL STANDARD FEATURES, PLUS:</p> <ul style="list-style-type: none"> • Standard Portal Access (Read Only) • Standard Asset Management Reporting | <p>ALL ENHANCED FEATURES, PLUS:</p> <ul style="list-style-type: none"> • Advanced Asset Management Portal <ul style="list-style-type: none"> ◦ Dedicated Customer Management Team ◦ Established Regular Cadence ◦ Global Install Base Assessments ◦ Asset Data Management ◦ RMA Tracking ◦ TAC Case Management ◦ Location Hierarchy ◦ Uncovered Equipment Visibility ◦ Location/Site ID Clean-Up ◦ Asset Detail Additions and Customizations ◦ New Hardware Order Tracking ◦ End of Service/End of Life Asset Reporting ◦ Detailed Activity Reportings ◦ Quarterly Environment Assessments ◦ Quarterly Business Reviews |

| OPTIONAL ADD-ON SERVICES | | |
|--|---|---|
| <ul style="list-style-type: none"> • Established Regular Cadence • RMA Tracking • TAC Case Management • Location Hierarchy | <ul style="list-style-type: none"> • Uncovered Equipment Visibility • Location/Site ID Clean-Up • Asset Detail Additions and Customizations • New Hardware Order Tracking | <ul style="list-style-type: none"> • End of Service/End of Life Asset Reporting • Quarterly Environment Assessments • Quarterly Business Reviews |

Contact us today at smartnet@entisys360.com to learn more about how we can help your organization simplify the management and execution of your Cisco Smart Net contracts.

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