Smart Accounts and Smart Licensing

A Smart Account is a Customer or Partner managed centralized account that provides you with full visibility and access control to your Cisco software licenses across your company. Smart Accounts, which are set up on software.cisco.com, are similar to online bank accounts where users can store, manage, and move assets from one place to another.

With your Smart Account you can:

- Manage, organize, and move software assets wherever they are needed most, in a centralized environment
- Easily track your software assets and allow access to your authorized Partners
- Optimize software investments by quickly identifying unused licenses

Reference Documents	Audience
Software Operation Exchange Page Training Schedule Orderable Smart Licensing SKU List FAQ	All
Module 1: Overview and Smart Accounts in CSC	Partner/ Distributor/ B2B
Module 2: Purchasing and Assigning Smart Accounts in CCW	Partner/ Distributor
Module 2: Purchasing and Assigning Smart Accounts for B2B	B2B
Module 3: License Management with Smart Accounts	Partner/ Distributor/ B2B
Smart Accounts and Smart Licensing for End Customers	End Customer
Smart Accounts Leading Practices - Partners	Partner/ Distributor/ B2B
Request Holding Smart Account Quick Reference Guide Complete Holding Smart Account Setup Quick Reference Guide	Partner/ Distributor/ B2B
Request Customer Smart Account Quick Reference Guide Complete Customer Smart Account Setup Quick Reference Guide	Partner/ Distributor/ B2B/ End Customer
Assist a Customer with Smart Account Set Up Quick Reference Guide	Partner/ Distributor/ B2B
Assign a Partner to Manage Account on your Behalf Quick Reference Guide	Partner/ Distributor/ B2B/ End Customer
Your Smart Account is Here!	Partner/ Distributor/ B2B

Contact Us

Hours of operation : 24 *5 (Sunday 18:00 CST - Friday 18:00 CST)
Contact Us : smart-account-help@cisco.com - For all SA issues related to Smart Accounts Management : licensing@cisco.com – For all license management issues
Tool Link : http://cisco.com/go/smartaccounts
http://cisco.com/go/smartlicensing

More details on creating Smart Accounts:
- Request Customer Smart Account
- Setup Customer Smart Account

Today's Customer Pain Points
- PAKs(**Product Activation Keys**) and licenses are **tied to the individual**; limiting access and complicating RMA process
- **Manually register** all PAKs in LRP; time consuming process
- **Lost** or undelivered PAKs involve **extra effort** for partners and customers

What's changing with Smart Accounts for PAKs?
- PAKs, Devices, and licenses are **visible at the enterprise level**, simplifying license management
- PAKs are **automatically available** in License Registration Portal (LRP) when assigned to a Smart Account upfront in CCW Order
- **Guaranteed Delivery** – PAKs will be available to all users with access to the Smart Account