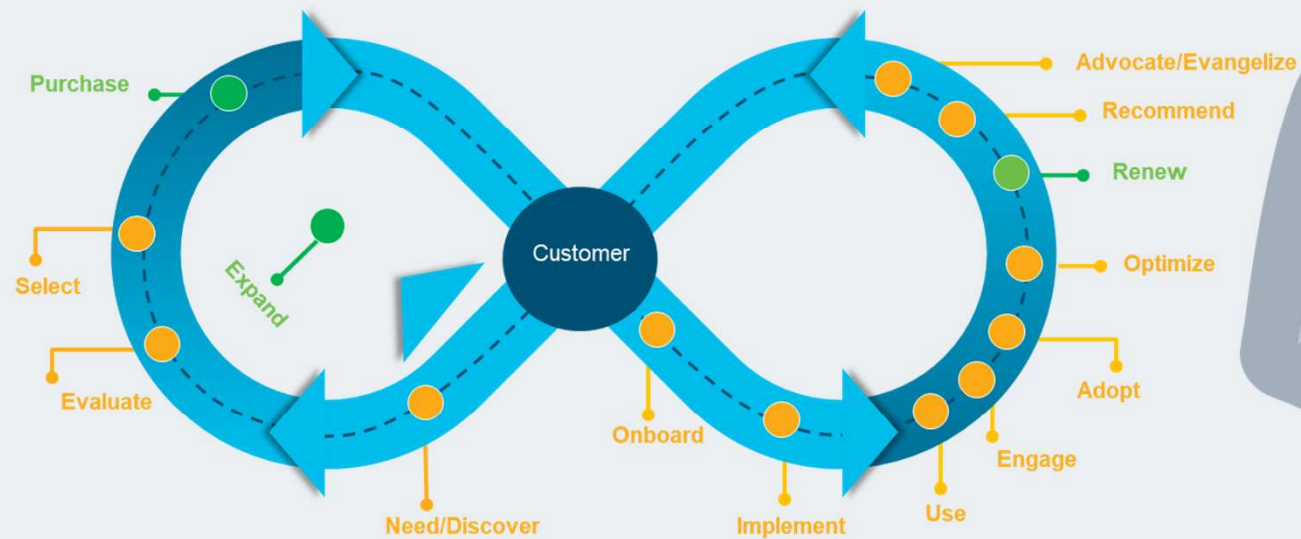


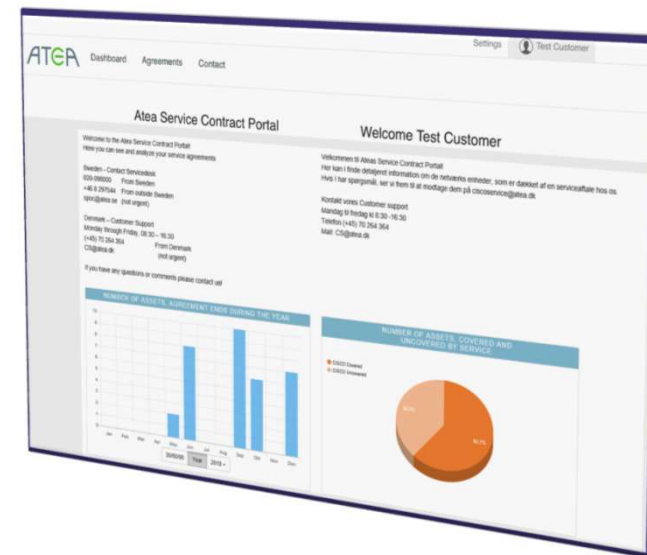
Atea Cisco Services – Life Cycle management



ATEA

Agenda

- Introductions
- What is the Service portal
- Demo
- Next steps
- Other?



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Atea Cisco Services

	REAKTIVE AFTALER			PROAKTIVE AFTALER	
	BEREDSKAB	HW/SW Support	BREAK & FIX	CISCO Service Advanced	CISCO Service Professional
Konsulentberedskab – Incident & Problem Management	✓ ^{a)}		✓	✓	✓
Support (Cisco PSS, SWSS eller SmartNet inkl. SW access)		✓ ^{b)}	✓	✓	✓
Service Contract & Life Cycle Asset Management Portal		✓	✓	✓	✓
License Management (Cisco Smart Account)		✓	✓	✓	✓
Patch Management Advisory		+		✓	✓
Proaktiv rådgivning				✓	✓
Backup af konfiguration			+	✓	✓
Overvågning			+	+	✓
Change Management Standard (IMACD)	+		+	+	✓
IT Arkitekt-rådgivning (meet the experts)	+	+	+	+	✓
Service Delivery Management				+	✓
Atea GoltLoop (Bæredygtig bortanskaffelse af brugt udstyr)		+	+	+	+
Customer Success & Adoption Workshops		+	+	+	+
Customer Experience (CX)	+	+	+	+	+
Finansiering		+	+	+	+

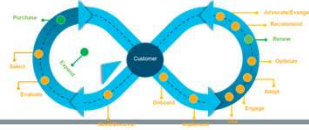
Betingelser:

a) Uden timer. Medgæede timer faktureres særskilt. Valgfri SLA for ydelsen (8x5x4 eller 24x7x4)



b) Valgfrit mix af SLA for enheder via Cisco CON-pakker

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Life Cycle Management



Why is it important

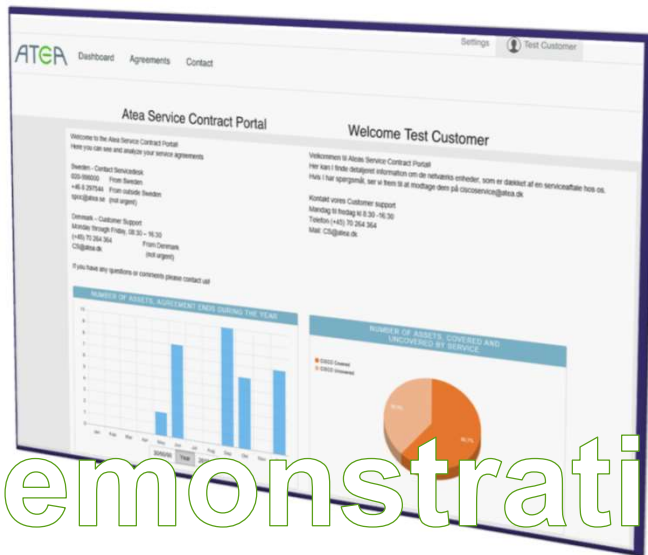
- Predictable budget planning 
- Predictable risk / SLA 
- Consolidation = optimized management



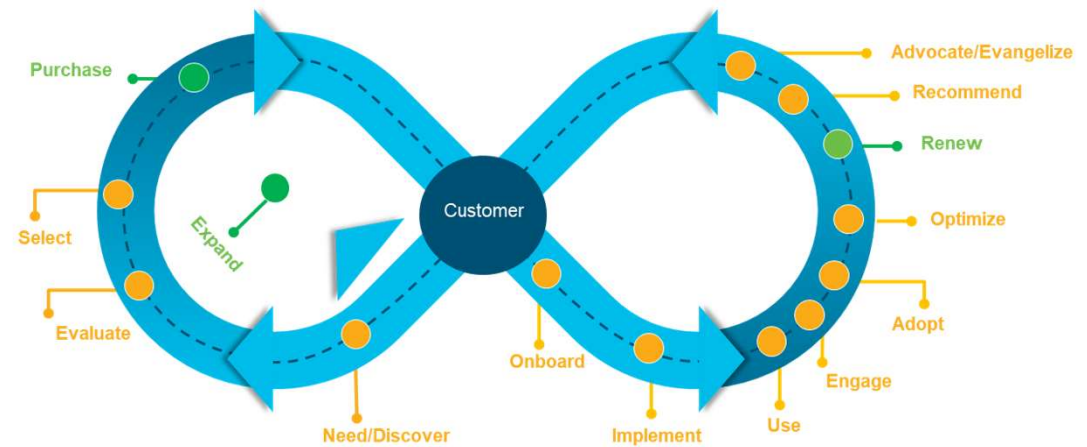
Service portal og Life Cycle Management (LCM)

Service portal

- Online overview
 - Service coverage on Cisco devices at Atea
 - Active CISCO devices on customer network can be shown if customer has an active Atea Cisco LCM Serviceagreement.



Demonstration



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Agenda for Initiation of LCM process

Suggestion for collaboration and Life Cycle Management process.

Alignment on expectations, roles and responsibilities

Tools

- Service Contract Portal
- LCM Scanning report

LCM Process

- Meeting frequency
- Reports
- Baseline data
- Preparation and owners
- Participant
- Other

Questions and requests

Agreement on next steps and owners



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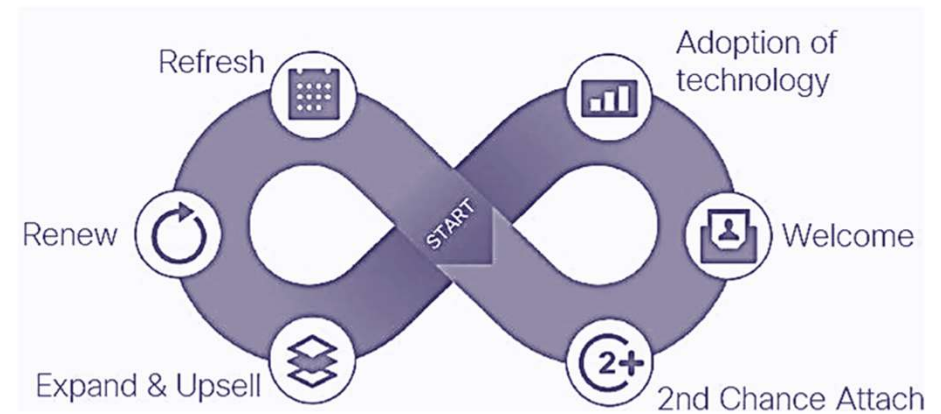
Service portal and Life Cycle Management (LCM)

Service portal

- Online overview
 - Service coverage on Cisco devices at Atea
 - Active CISCO divices on customer network can be shown if customer has an active Atea Cisco LCM Serviceagreement.

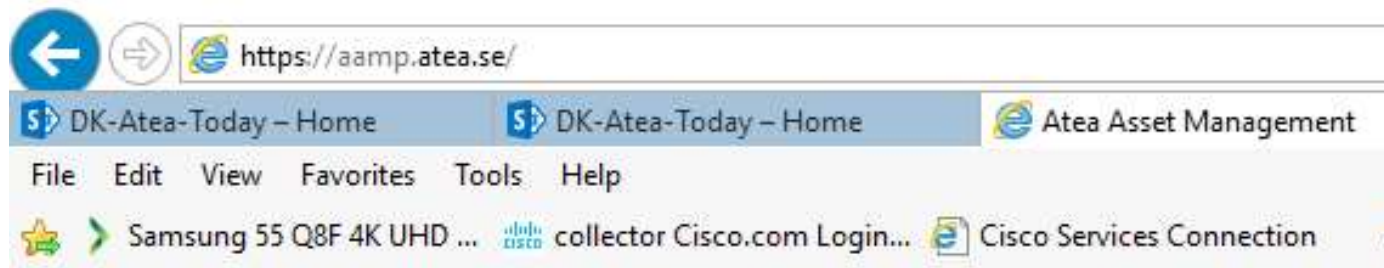
CISCO LCM – update in 2019

1. LCM basic rapport
2. LCM analyse og anbefaling
 - Ongoing status rapport
 - Service Coverage
 - LDoS
 - Alerts (PSIRT, Field notice mm.)
 - Recomendations



Cisco IceBreaker Rapport

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Welcome to Atea Asset Management

- [Atea Asset Management Portal](#)
- [Atea Delivery Report](#)
- [Atea Service Contract Portal](#)

<https://aamp.atea.se/>

ATEA

SCP Log in



Welcome to Atea Service Contract Portal. Please login using your username/email and password.

Username



Password

Login


[Forgot your password?](#)

Contact



Atea Technical Services / Atea Life Cycle Management

 [Contact](#)  

 [Offices](#)  




 [Customer service](#)  



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 [Youtube](#)  

About

Atea is the leading provider of IT infrastructure solutions in the Nordic and Baltic region with NOK 32 billion in revenue and approximately 6,900 employees (2017). Atea is present in 87 cities in Norway, Sweden, Denmark, Finland, Lithuania, Latvia and Estonia.



SCP Change Password

Settings **Test Customer**

- Change Customer
- Change Password
- Logout

ATEA Dashboard Agreements Contact

Change Password

Old Password

New Password

Repeat new Password

Save

Contact

Atea Technical Services / Atea Life Cycle Management

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Customer service

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About

Atea is the leading provider of IT infrastructure solutions in the Nordic and Baltic region with NOK 32 billion in revenue and approximately 6,900 employees (2017). Atea is present in 87 cities in Norway, Sweden, Denmark, Finland, Lithuania, Latvia and Estonia.

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SCP Dashboard

Settings

 Test Customer



Dashboard

Agreements

Contact

Atea Service Contract Portal

Welcome to the Atea Service Contract Portal!
Here you can see and analyze your service agreements

Sweden - Contact Servicedesk
020-998000 From Sweden
+46 8 297544 From outside Sweden
spoc@atea.se (not urgent)

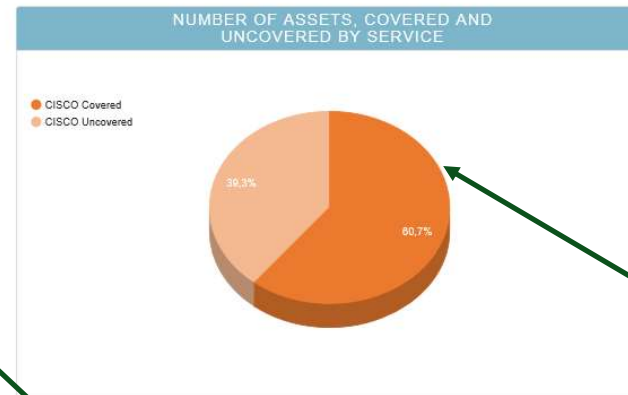
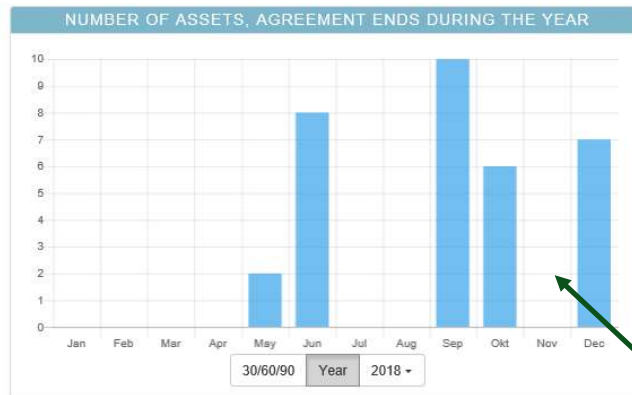
Denmark - Customer Support
Monday through Friday, 08:30 - 16:30
(+45) 70 264 364 From Denmark
CS@atea.dk (not urgent)

If you have any questions or comments please contact us!

Welcome Test Customer

Velkommen til Ateas Service Contract Portal!
Her kan I finde detaljeret information om de netværks enheder, som er dækket af en serviceaftale hos os.
Hvis I har spørgsmål, ser vi frem til at modtage dem på ciscoservice@atea.dk

Kontakt vores Customer support
Mandag til fredag kl 8:30 -16:30
Telefon (+45) 70 264 364
Mail: CS@atea.dk



Ved klik...
Åbnes "agreements" oversigten.
Og viser de enheder der er repræsenteret i den del af diagrammet der klikkes på.

ATEA

How do I use the "Agreements" screen ?

ATEA Dashboard Agreements Contact

Filters: Grouping, Manufacturer

Advanced Search ^ My Searches v Settings v

Search Saved Search v

Show All Clear All

Limit Search to Contract ID Cost Center Own Group Location

Status All Active Not Active

Valid through From To

Grouping Service - Advanced Service - ADVANCED 8x5x4 Service - ADVANCED+ 24x7x4

Manufacturer CISCO Hewlett Packard Unknown

Cost Center

Close All

< 1 2 3 4 5 6 ... 8 > 1 Go

Include Scanning Data ☒ Export Contact Me

Contract Grouping	Manufacturer	SysName	ProductNo	Product	SerialNo	CostCenter	SLA	Scanning Data	Active	Valid To	
Service - ADVANCED+ 24x7x4											
Details	CISCO	SFP-10G-SR-S=	10GBASE-SR SFP Modul	AVD1912D0VE		ADVANCED+ 24x7x4		!	!	28-02-2017	<input type="checkbox"/>
Details	CISCO	SFP-10G-SR-S=	10GBASE-SR SFP Modul	AVD1912D1NB		ADVANCED+ 24x7x4		✓	!	28-02-2017	<input type="checkbox"/>
Details	CISCO	SFP-10G-SR-S=	10GBASE-SR SFP Modul	AVD1912D1NE		ADVANCED+ 24x7x4		!	!	28-02-2017	<input type="checkbox"/>
Details	CISCO	SFP-10G-SR-S=	10GBASE-SR SFP Modul	AVD1912D1NJ		ADVANCED+ 24x7x4		✓	!	28-02-2017	<input type="checkbox"/>

ATEA

SCP Details General

ATERA

Da

General

Scanning Data

Contract Group

TEST

Own Group

No grouping ▾

Status

ACTIVE

System Name

test

Product Number

WS-C2950-24

Product

^24 port, 10/100 Catalyst Switch, Standard Image only

Serial Number

FCZ0917X03C

Service ID

TEST

Service Level

Service Level Description

TEST

Contract ID

11111

Location

Atea Sverige AB, Kronborgsgränd 1, 164 46, Kista

Cost Center

testingstuff ▾

Valid To

Jul 28, 2017

ATERA

SCP Details Scanning Data*

ATERA

General

Scanning Data

Hostname	KNA-SW01.hitra.kommune.no
IPAddress	10.11.5.2
Original Serial Number	FCZ0917X03C
Validated Serial Number	FCZ0917X03C
Product Description	^24 port, 10/100 Catalyst Switch, Standard Image only
Product Family	Cisco Catalyst 2950 Series Switches
Product Name	Not Available
Product Model	Not Available
OS version	12.1(22)EA4
Installed Memory	
Hardware Version	
Software Version	12.1(22)EA4
Software Type	IOS
Flash Memory	
Manufacturer	CISCO

* If Smart Collector service subscription is active.



Settings

"Super user" defines customer specific fields

ATERA Dashboard Agreements Contact

Settings Test Customer

Manage settings

Customer Grouping

Customer Cost Center

Manage settings

Customer Grouping

Customer Cost Center

Customer Category was successfully saved ✓

Add New

Add Customer Grouping

Existing Customer Grouping

Choose a Customer Grouping

Manage settings

Customer Grouping

Customer Cost Center

CUSTOMER COST CENTER

Add New

Add Cost Center

Existing Cost Center

Choose a Cost Center

The **fields** that can be changed by users

General Scanning Data

Contract Group Service - Warranty

Own Group test milje vest

Status ACTIVE

System Name

Product Number ASA5506-SEC-BUN-K9

Product ASA 5506 with FirePOWER services and Sec Plus license

Serial Number JMX2119Y1QQ

Service ID

Service Level Warranty

Service Level Description Warranty

Contract ID SA095130

Location

Cost Center 123cost.test.v

Valid To Mar 24, 2019

Notes Kun sidste note vides

Save Reset Close

ATERA

SCP Search

ATEA

Dashboard

Agreements

Contact

No active filters

Saved Search ▾

Advanced Search ▾ My Searches ▾ Settings ▾

☒ Include Scanning Data

Export

Contact Me

Contract Grouping	Manufacturer	SysName	ProductNo	Product	SerialNo	CostCenter	SLA	Scanning Data	Active	Valid To
-------------------	--------------	---------	-----------	---------	----------	------------	-----	---------------	--------	----------

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Dashboard

Agreements

Contact

No active filters

Saved Search ▾

Advanced Search ▾ My Searches ▾ Settings ▾

« 1 2 3 4 5 6 ... 71 »

1 Go

☒ Include Scanning Data

Export

Contact Me

Contract Grouping	Manufacturer	SysName	ProductNo	Product	SerialNo	CostCenter	SLA	Scanning Data	Active	Valid To
Warranty										
<div>Details</div>	CISCO	WS-C2960CG-8TC-L	Catalyst 2960C Switc	FOC1836Z11R	Warranty			31-12-2015	<input type="checkbox"/>	
Service - Warranty										
<div>Details</div>	CISCO	PWR-RPS2300	Cisco Redundant Powe	FDO1321SG95	Warranty			31-12-2015	<input type="checkbox"/>	
<div>Details</div>	CISCO	GLC-LH-SM=	GE SFP,LC connector	FNS18320SRR	Warranty			17-12-2015	<input type="checkbox"/>	
<div>Details</div>	CISCO	C2960X-STACK=	Catalyst 2960-X Flex	FOC21052U9N	Warranty			07-03-2017	<input type="checkbox"/>	



SCP Advanced Search

ATEA

DashboardAgreementsContact

×

No active filters

Q

Saved Search ▾

Advanced Search ▲ My Searches ▾ Settings ▾

Search

Show AllClear All

Limit Search to

Contract IDCost CenterOwn GroupLocation

Status

AllActiveNot Active

Valid through

From ▾

To ▾

Grouping

TEST

Manufacturer

IBMCISCOW Hewlett-PackardHP

Cost Center

12345Kistatestingstuff

✕ Close All

+

+

«

1

2

3

4

5

6

... 20

»

1

Go



SCP Save Search

Settings

Test Customer

ATEA

Dashboard

Agreements

Contact

No active filters

Saved Search

Advanced Search

My Searches

Settings

My Searches

Get saved search

Create Searches

Save New Search

Create

Close All

Export

Contact Me

Contract Grouping

Manufacturer

SysName

ProductNo

Product

SerialNo

CostCenter

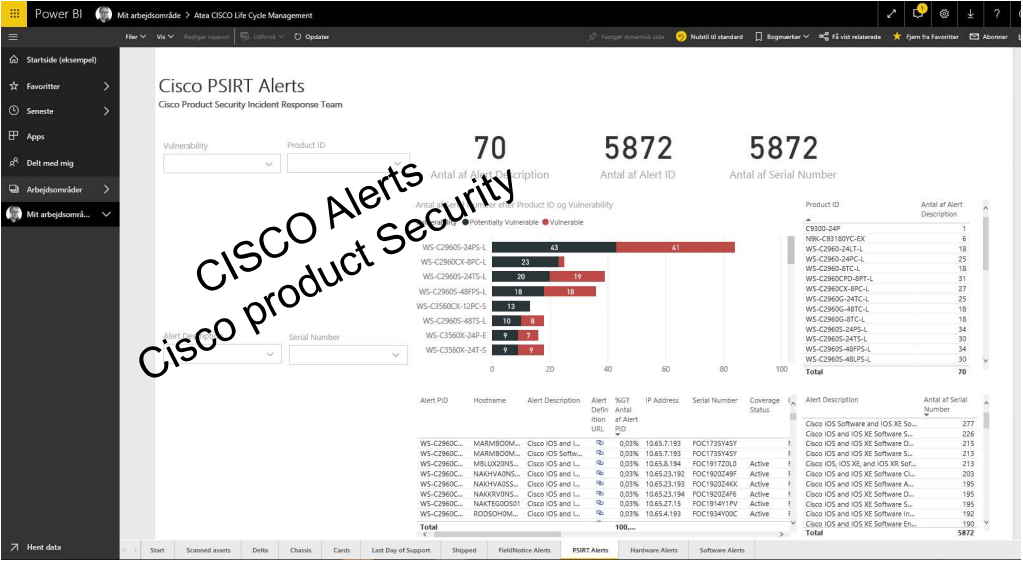
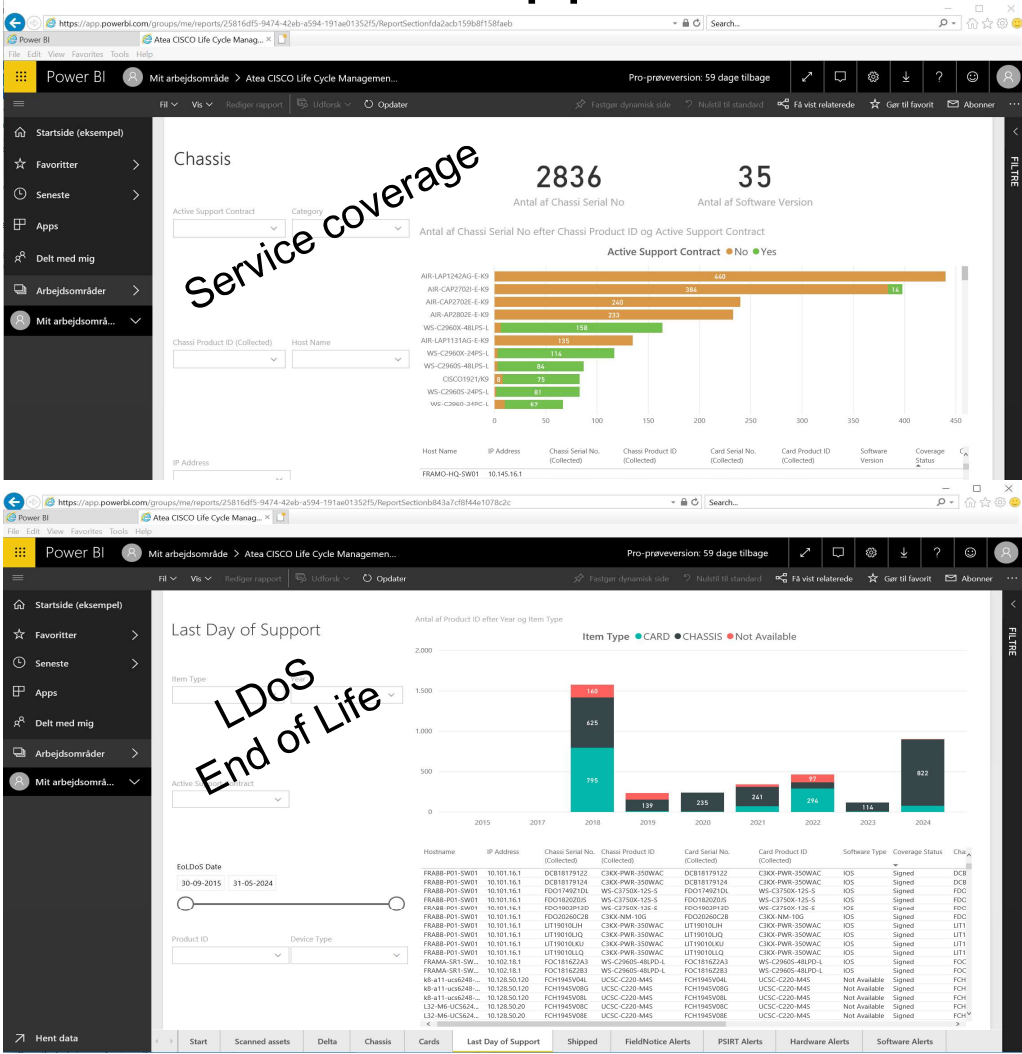
SLA

Active

Valid To



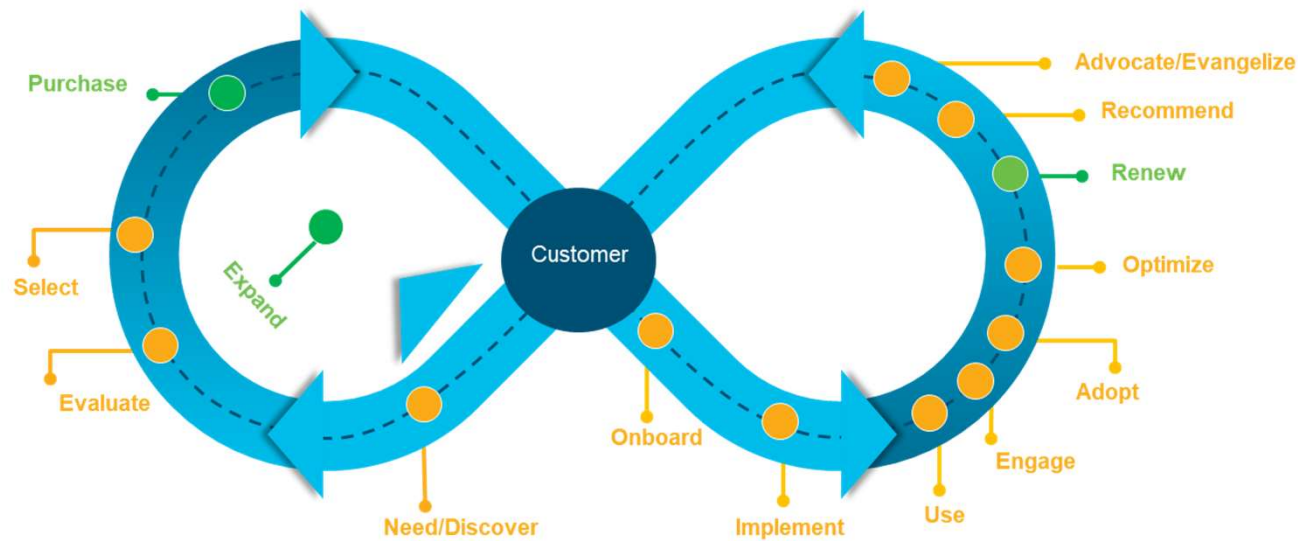
CISCO LCM rapport



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Service Contract Portal

Next step

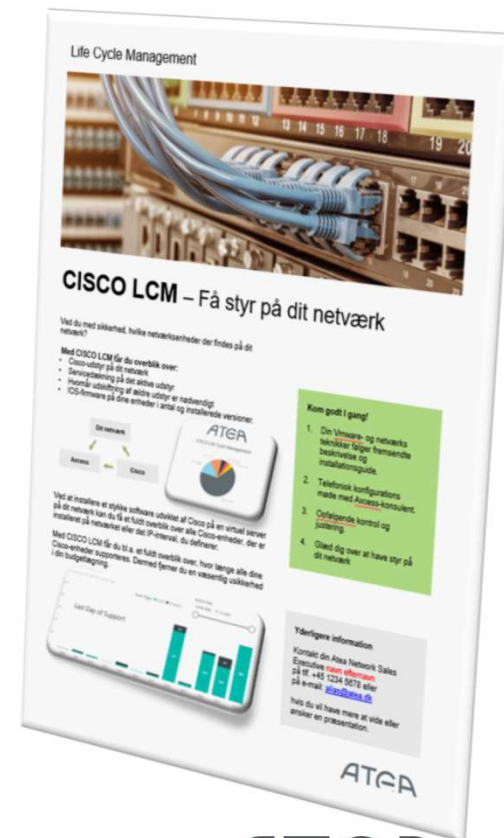


Next generation Service portal

Next steps

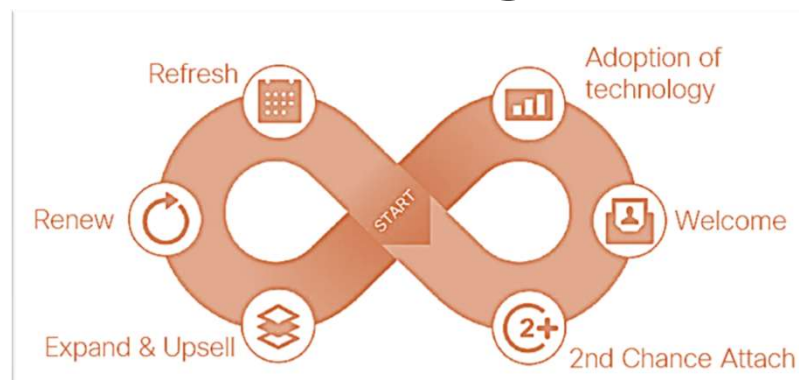
Who should be setup for your Service Contract Portal?

- Personal and unique e-mail adress for each user.
 - Who should be super user?
 - Who can approve new users
 - Book LCM for walk through and user guide
- Interested in learning more about Atea CISCO LCM?
 - Life Cycle Management Service based on Scanning data (Cisco PSS)
 - Other?



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Thank you



Ny kilde for information

www.atea.dk/eshop

- Faktura kopi www.atea.dk/eshop
 - Dit Atea E-shop login - faktura starter med 8 og har 8 cifre "8xxxxxxx"
 - Under mine sider
 - Fakturainformation
 - Du kan få login via din Customer Care konsulent (eller eshop@atea.dk)

The screenshot shows the Atea eShop user interface. At the top, there is a navigation bar with 'Language', 'Chat Online', and a user profile 'Backend admin user (78248)'. Below this, a sidebar menu is visible with options like 'mpagner', 'Guides', and a search bar. The main content area shows a list of 'Mine sider' (My pages) including 'Parkerede ordrer', 'Tilbudsliste', 'Mine kontaktpersoner', 'Brugeradministration', 'Godkender oversigt', 'Ordrer i godkendelse', 'Leveringsadresser', 'Ordreinformation', 'Track & Trace', and 'Søg serienr/ IMEI'. The 'Fakturainformation' option is highlighted in yellow.

The screenshot shows the 'Fakturainformation' page in the Atea eShop. The page has a search bar at the top with the text 'Søg produkter'. Below the search bar, there is a section for 'Mine sider' with a list of options. The 'Fakturainformation' option is highlighted in green. The main content area shows a form for searching invoices. The form includes fields for 'Kundenr.' (78248 (ATEA eSHOP Demo DKK)), 'Fra dato' (29-08-2017), 'Til dato' (08-02-2018), 'Bilagstype' (Alle), 'Bilagsnr.', 'Ordrenr.', 'Referencenr.', 'Ordre kontakt navn', 'Varenr.', and 'Status' (Alle). A 'Søg' button is located at the bottom right of the form. Below the form, there is a table of invoices. The table has columns for 'PDF', 'Bilagsnr.', 'Type', 'Bilagsdato', 'Forfaldsdato', 'Kundenr.', 'Atea ordrenr.', 'Web ordrenr.', 'Referencenr.', 'Ordre kontakt', 'Total', and 'Valuta'. The first row of the table shows an invoice with 'Bilagsnr.' 81353022, 'Type' Faktura, 'Bilagsdato' 10-11-2017, 'Forfaldsdato' 10-11-2017, 'Kundenr.' 78248, 'Atea ordrenr.' 40881060, 'Web ordrenr.' 1905543, 'Referencenr.' test, 'Ordre kontakt' Jannik Dosnrud, 'Total' 157,43, and 'Valuta' DKK. Below the table, there is a footer section with links to 'Om Atea', 'Om eShop', and 'Support'.

- Din Sales Coordinator - faktura starter med 8 og har 8 cifre "8xxxxxxx"

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