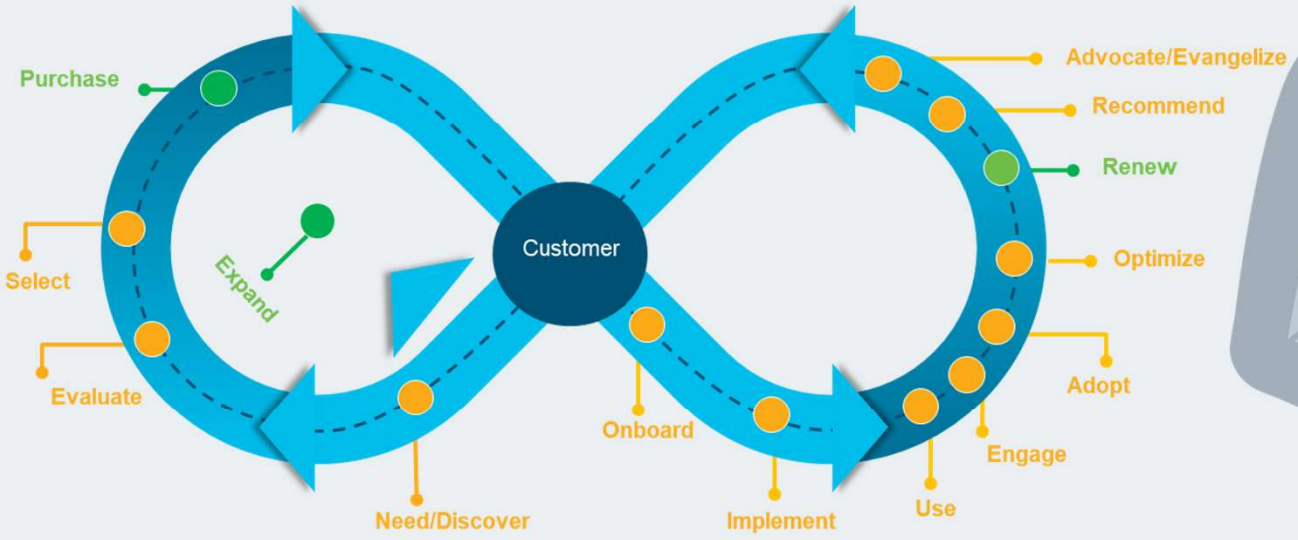
Atea Cisco Services –
Life Cycle management

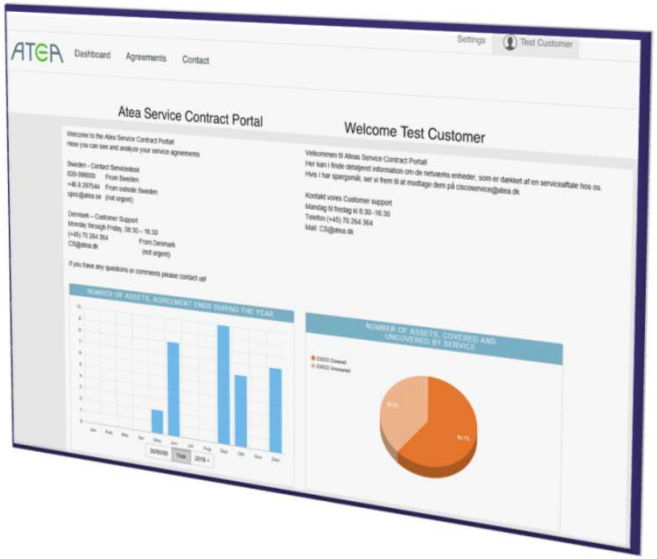


ATEA

Agenda

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

- Other?



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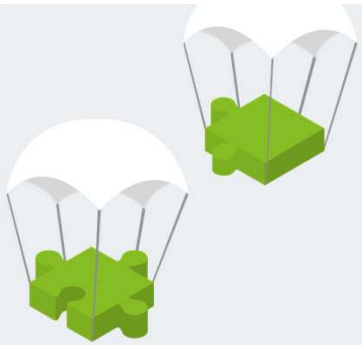


Atea Cisco Services

	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)	+ a)		+ a)	+	✓
IT Arkitekt-rådgivning (meet the experts)	+	+	+	+	✓
Service Delivery Management				+	✓
Atea GoItLoop (Bæredygtig bortanskaffelse af brugt udstyr)		+	+	+	+
Customer Success & Adoption Workshops		+	+	+	+
Customer Experience (CX)	+	+	+	+	+
Finansiering		+	+	+	+

Betingelser:
a) Uden timer. Medgåede timer faktureres særskilt. Valgfri SLA for ydelsen (8x5x4 eller 24x7x4)
b) Valgfrit mix af SLA for enheder via Cisco CON-pakker

Life Cycle Management

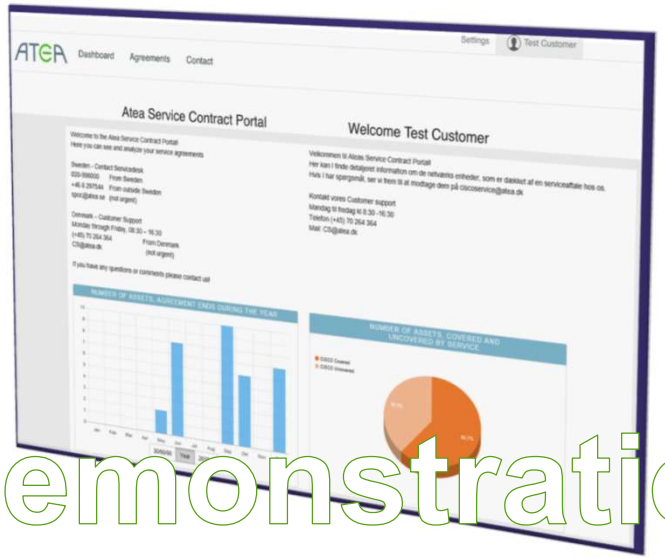
Why is it important

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

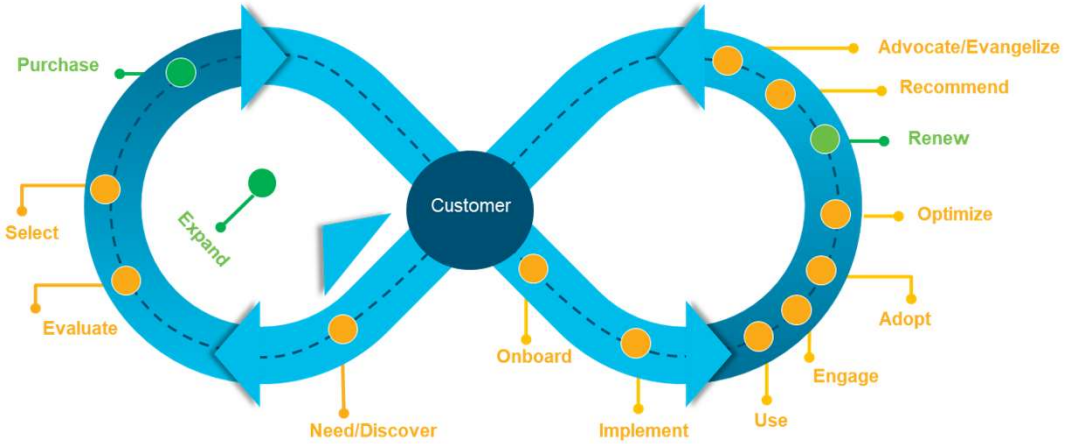
Service portal og Life Cycle Management (LCM)

Service portal

- Online overview
  - Service coverage on Cisco devices at Atea
    - Active CISCO devises 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 respon[illegible]

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

ATEA

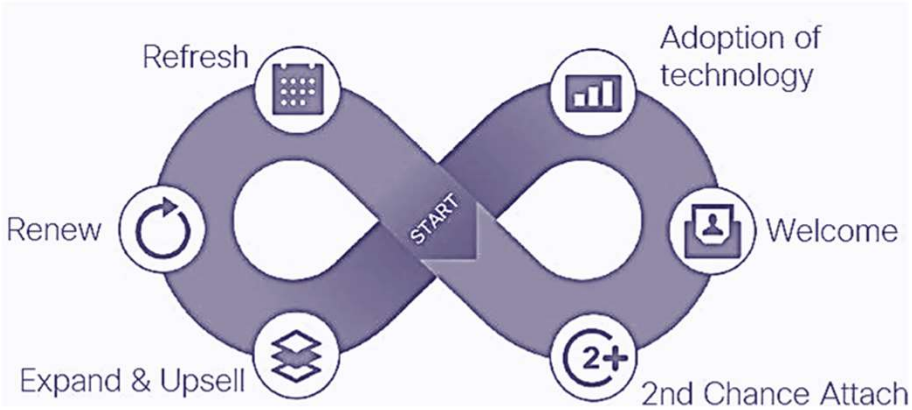
Service portal and Life Cycle Management (LCM)

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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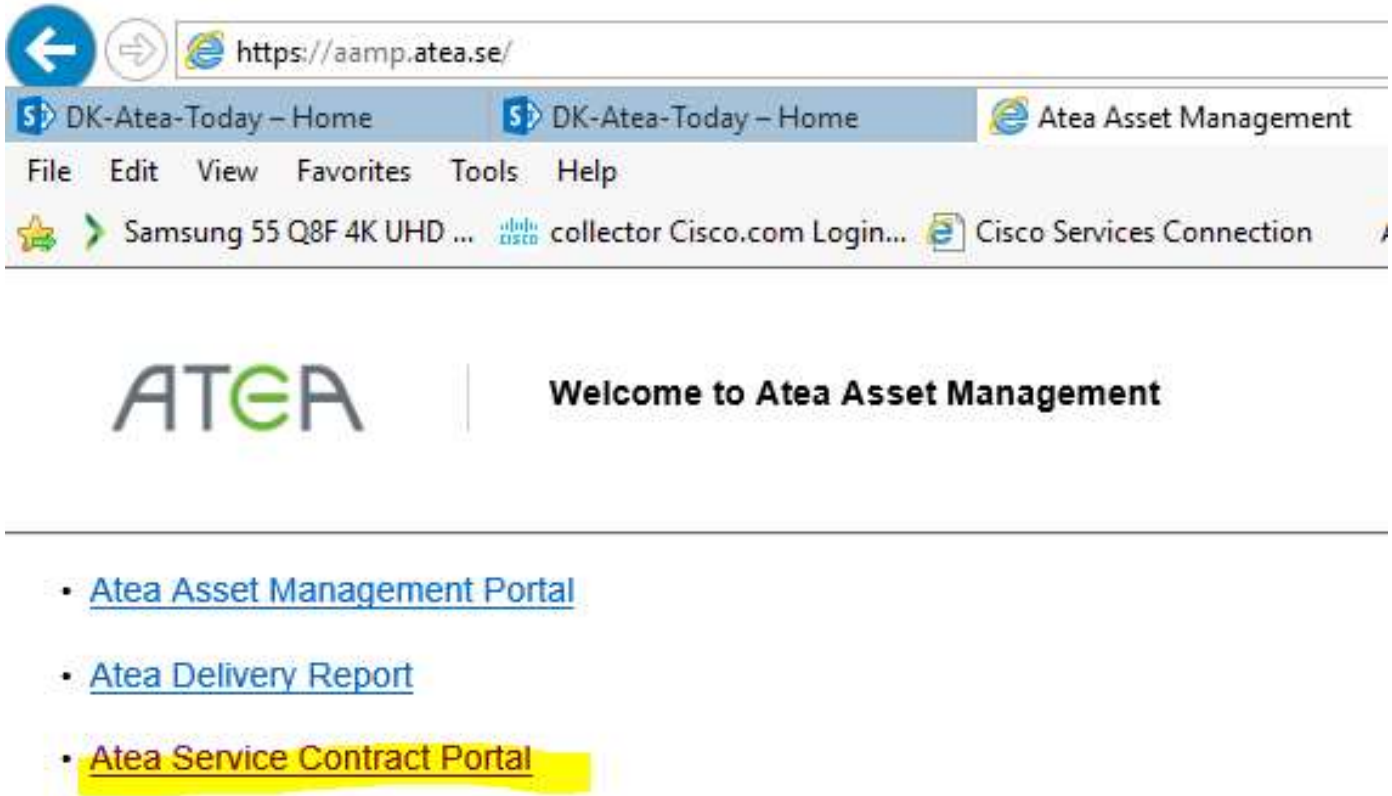
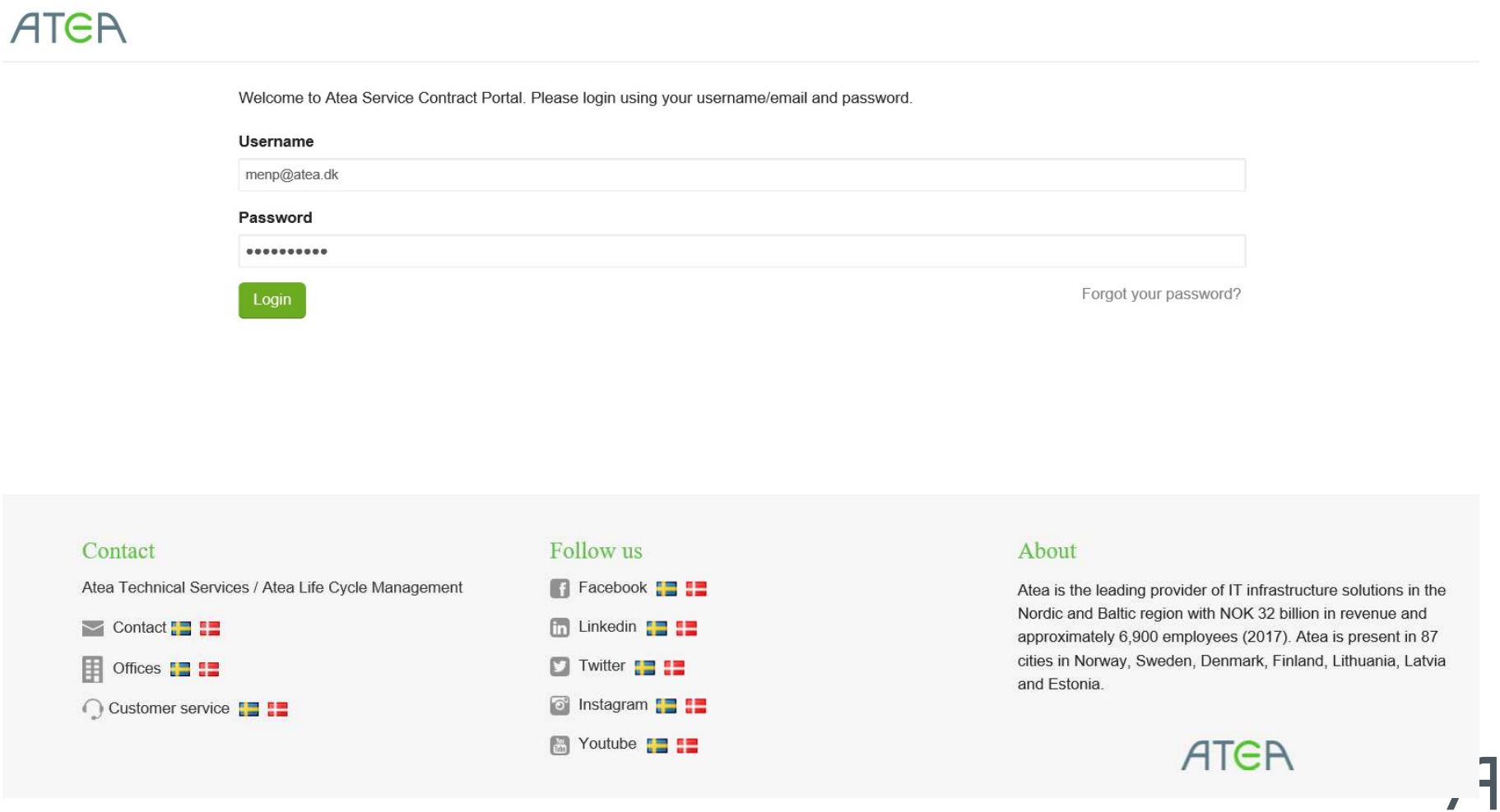


https://aamp.atea.se/

SCP Log in



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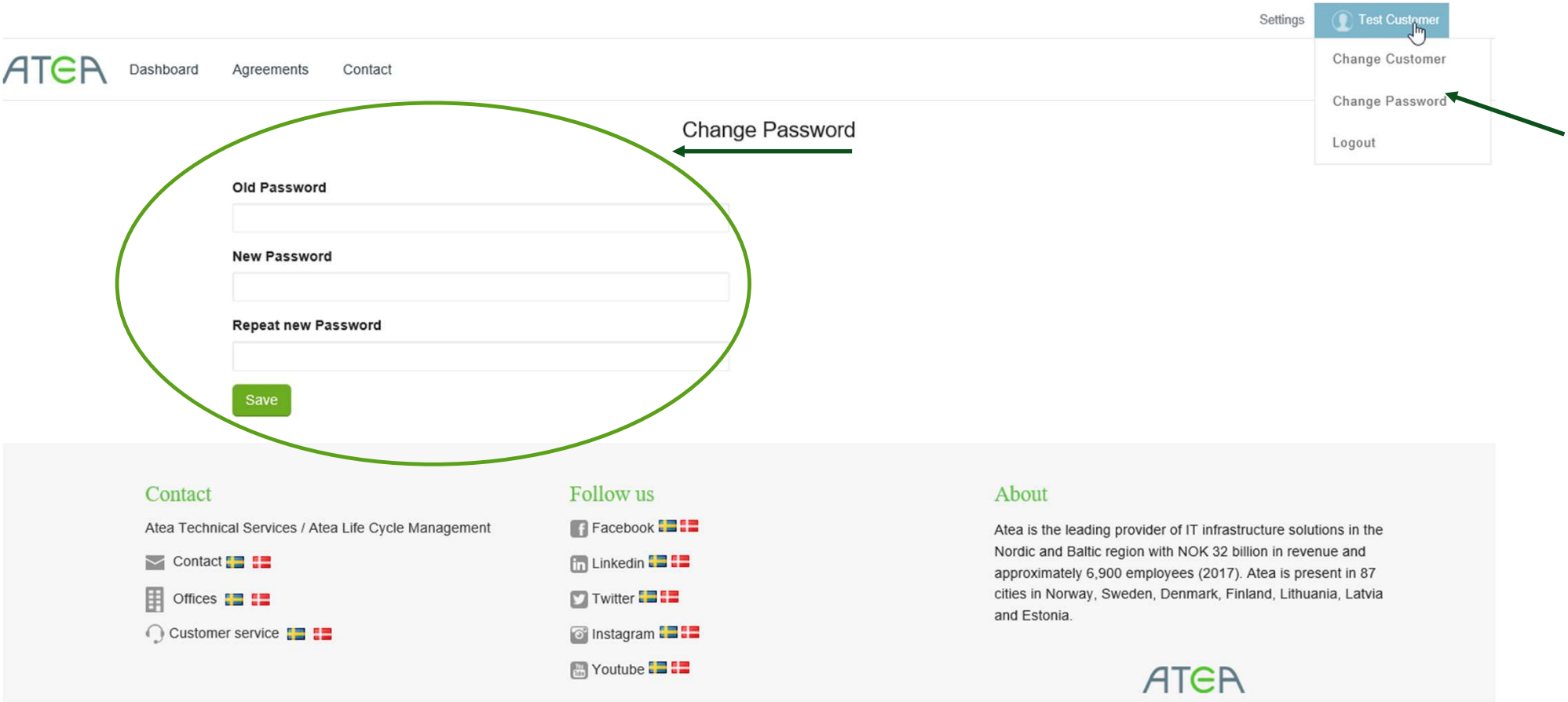
SCP Change Password



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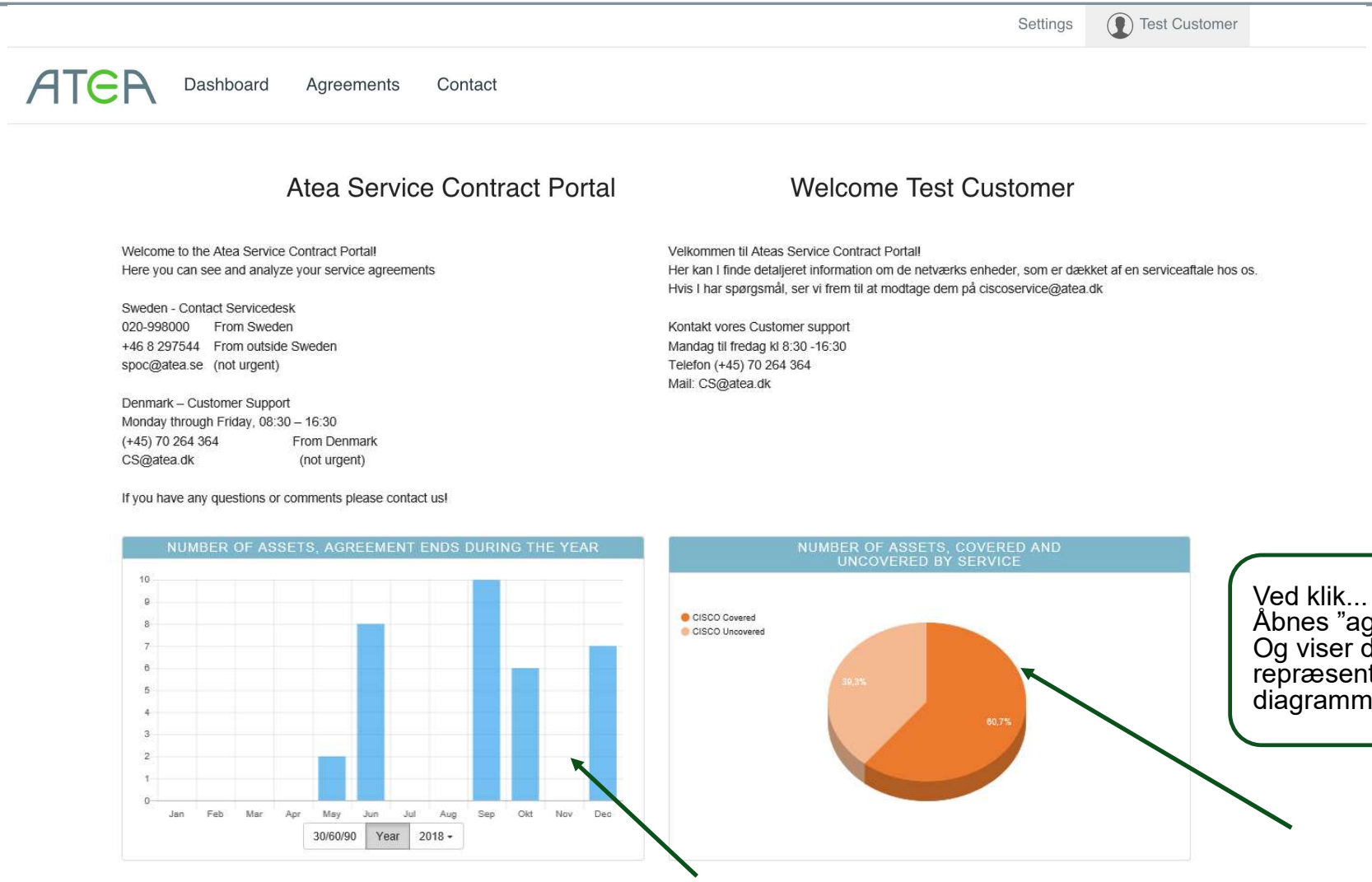
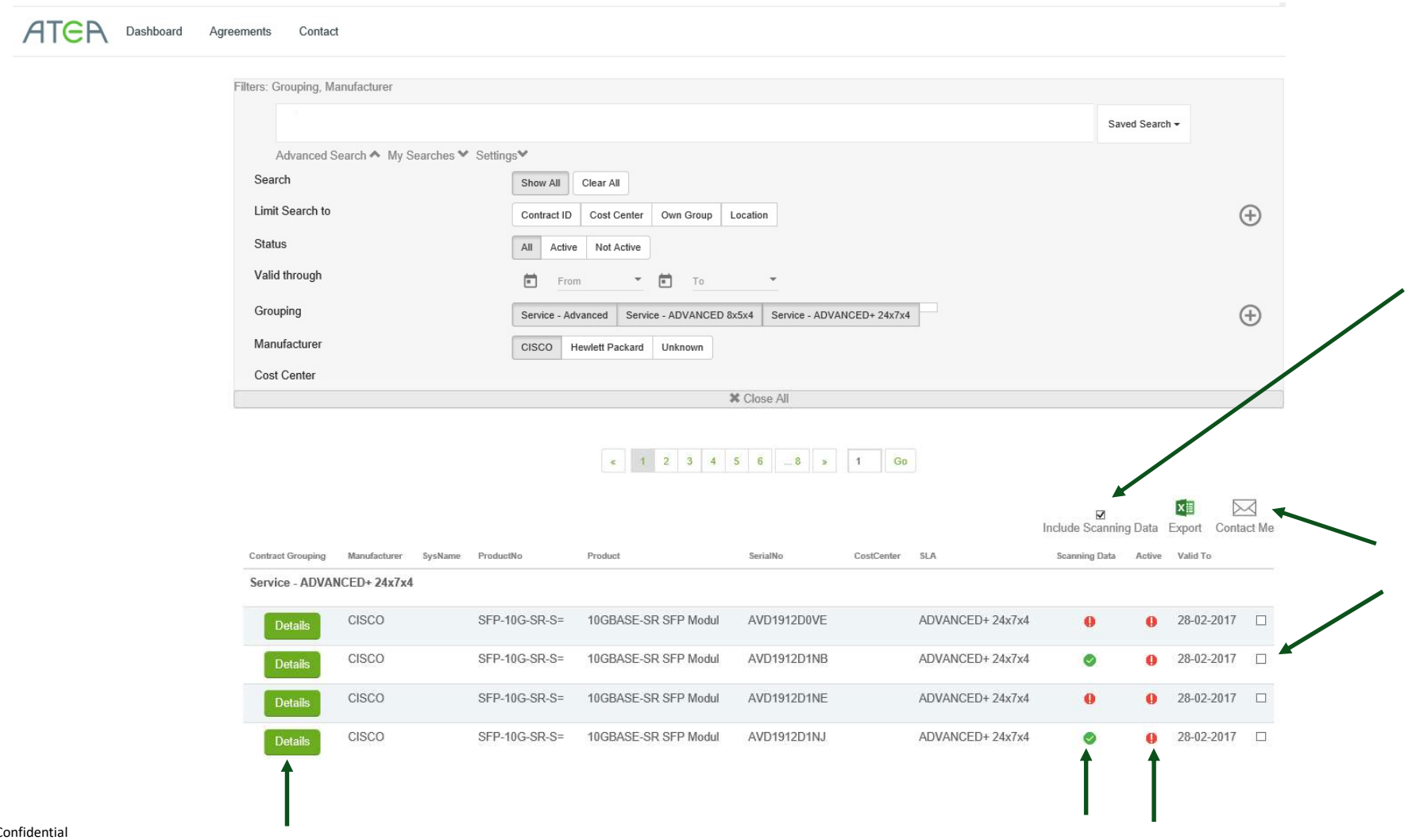
SCP Dashboard



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

Sensitivity: Confidential

How do I use the ”Agreements”screen ?



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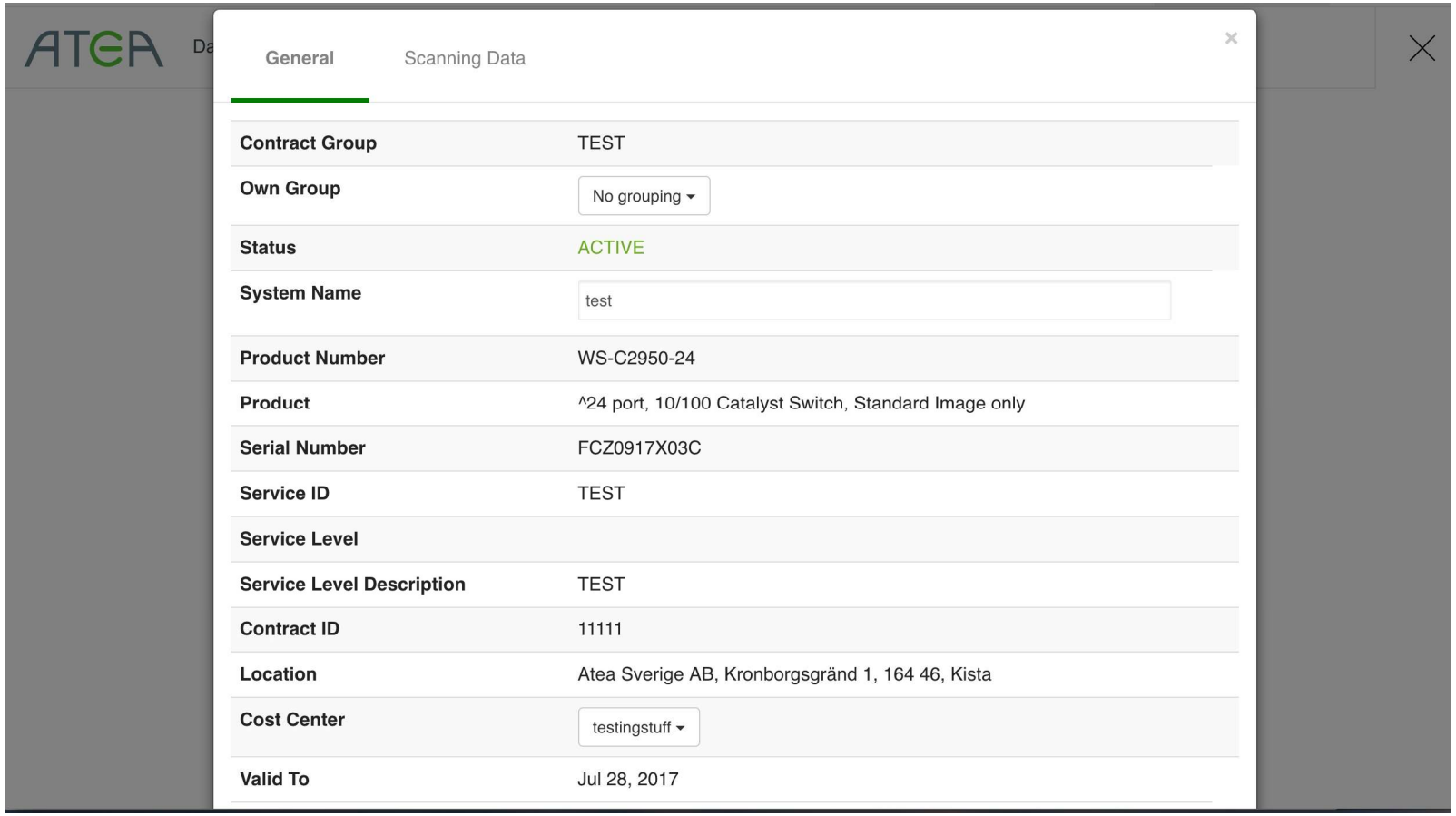
SCP Details General



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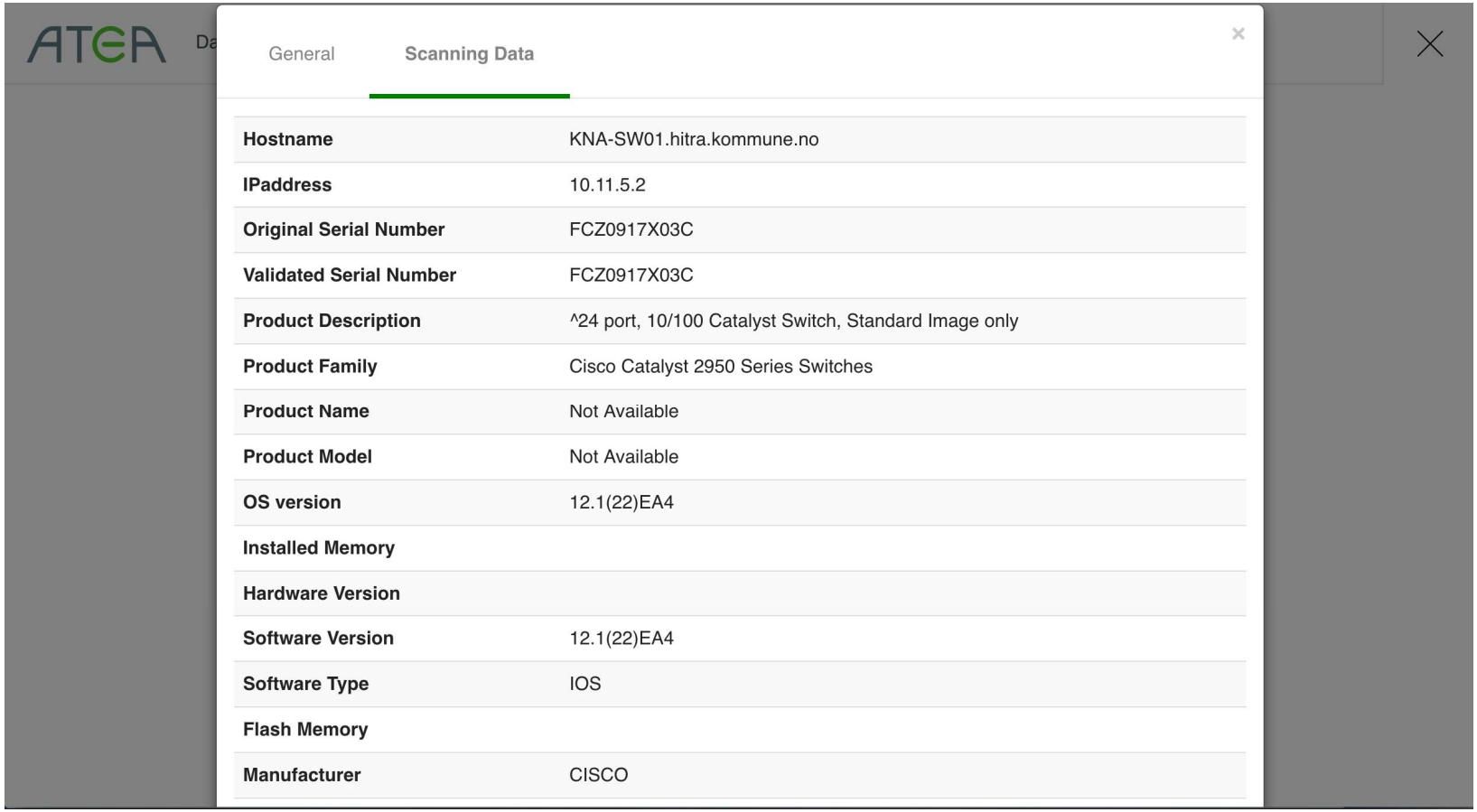
SCP Details Scanning Data*



* If Smart Collector service subscription is active.

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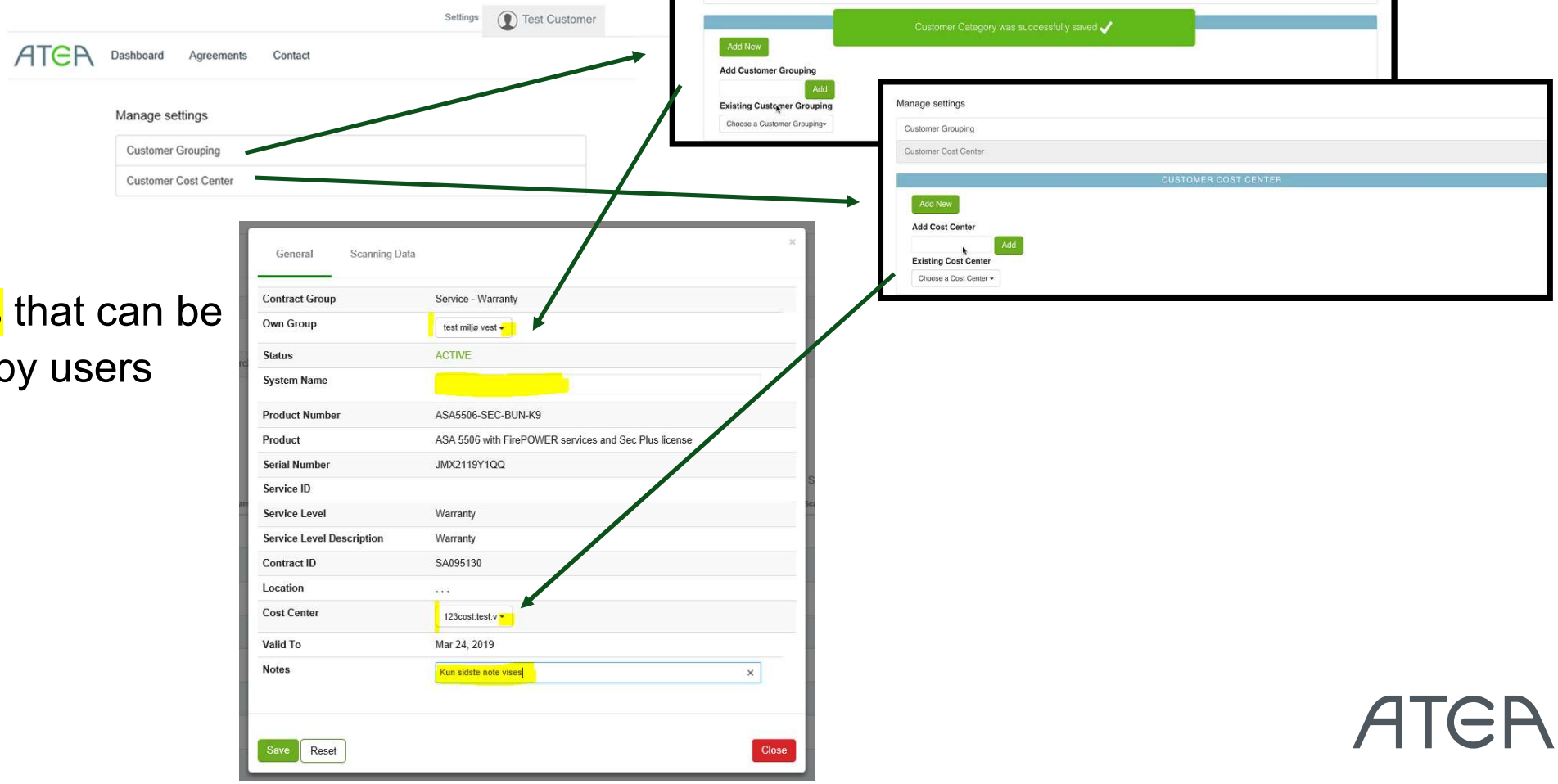
Settings

”Super user” defines customer specific fields



The fields that can be changed by users

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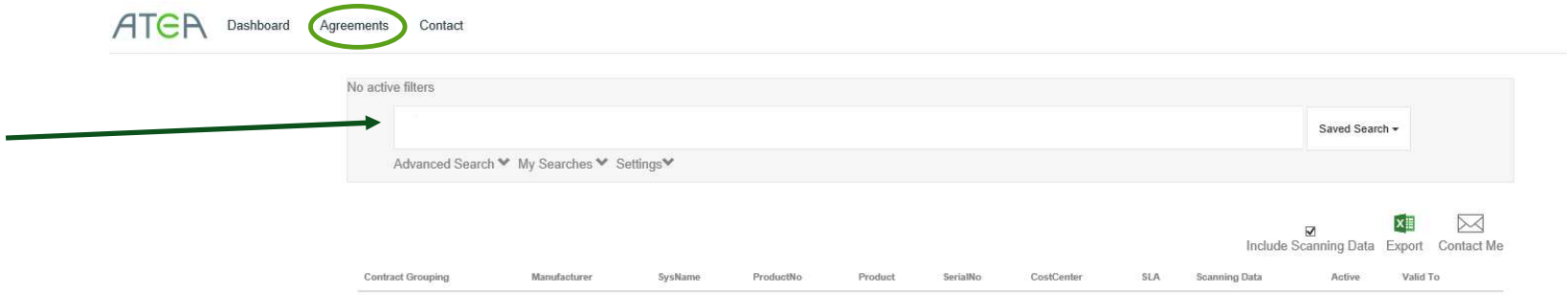
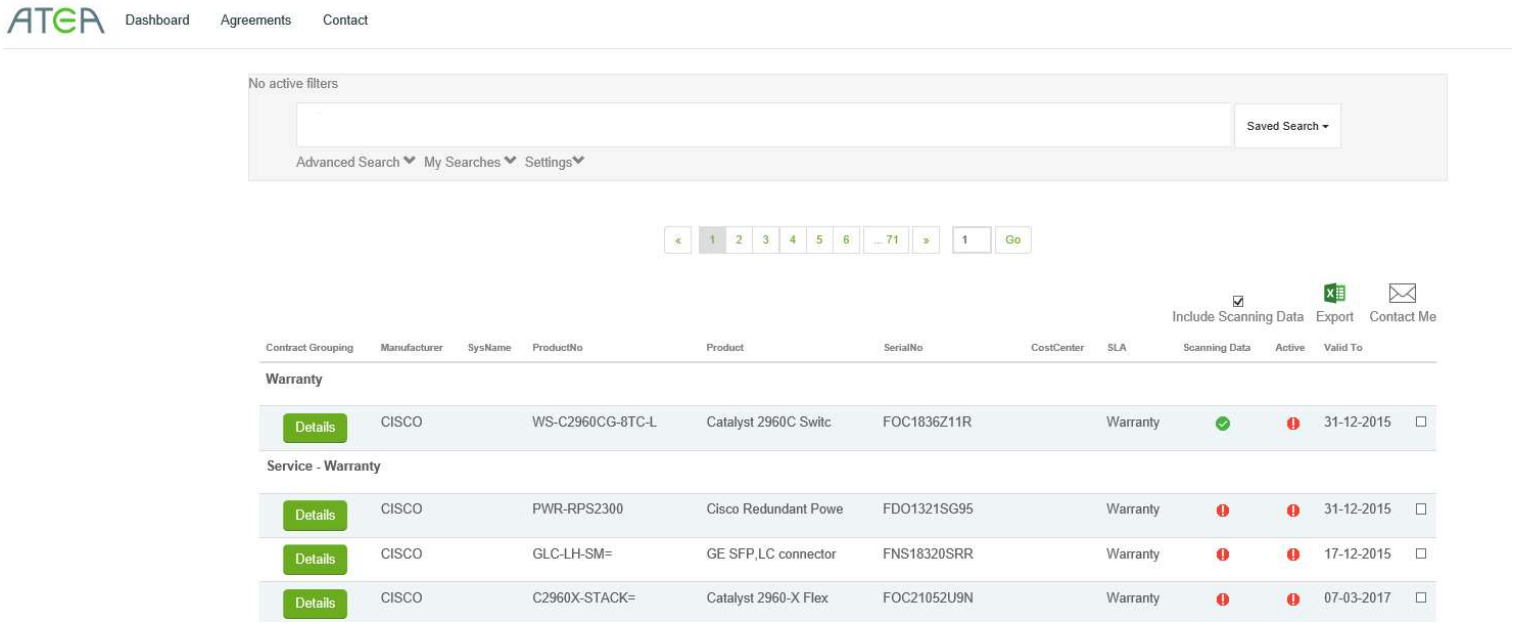
SCP Search





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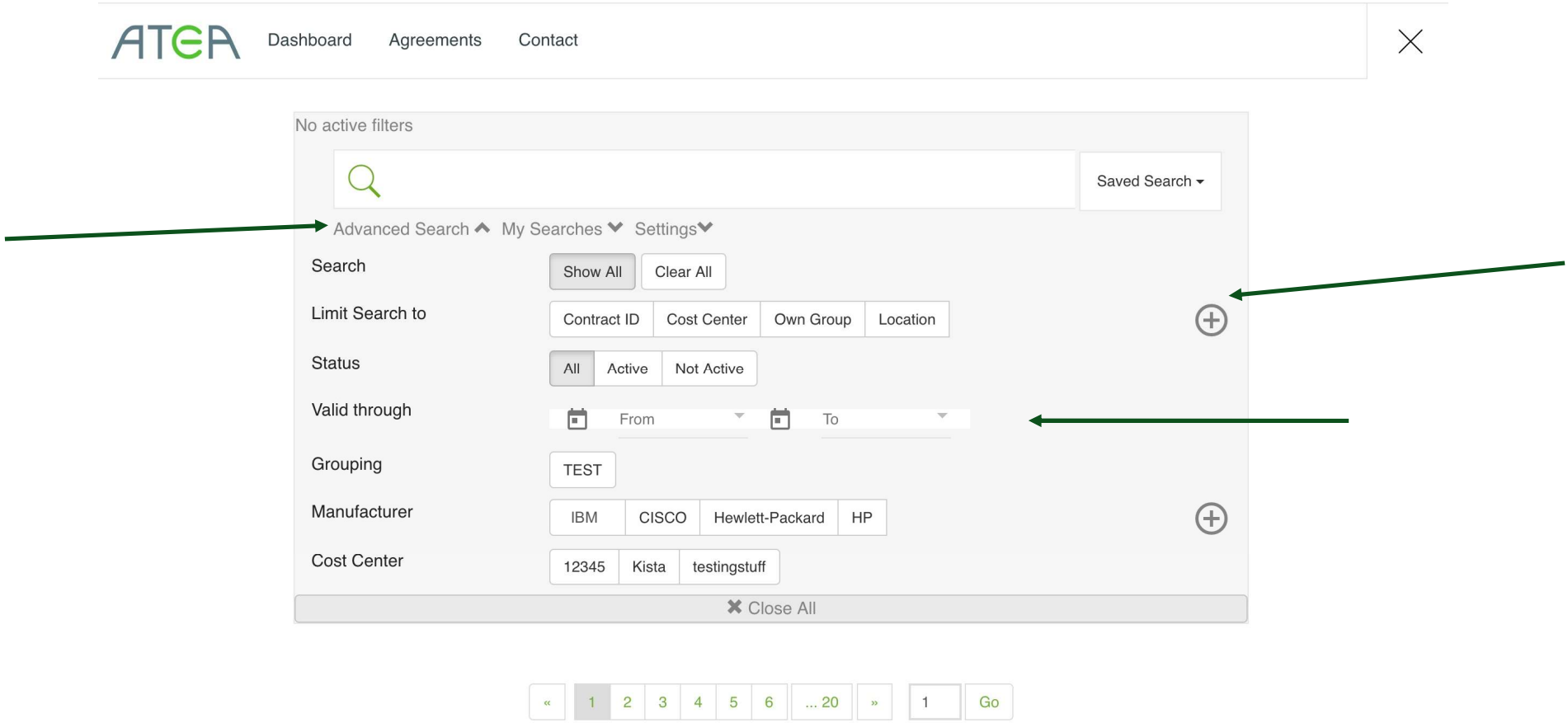
SCP Advanced Search



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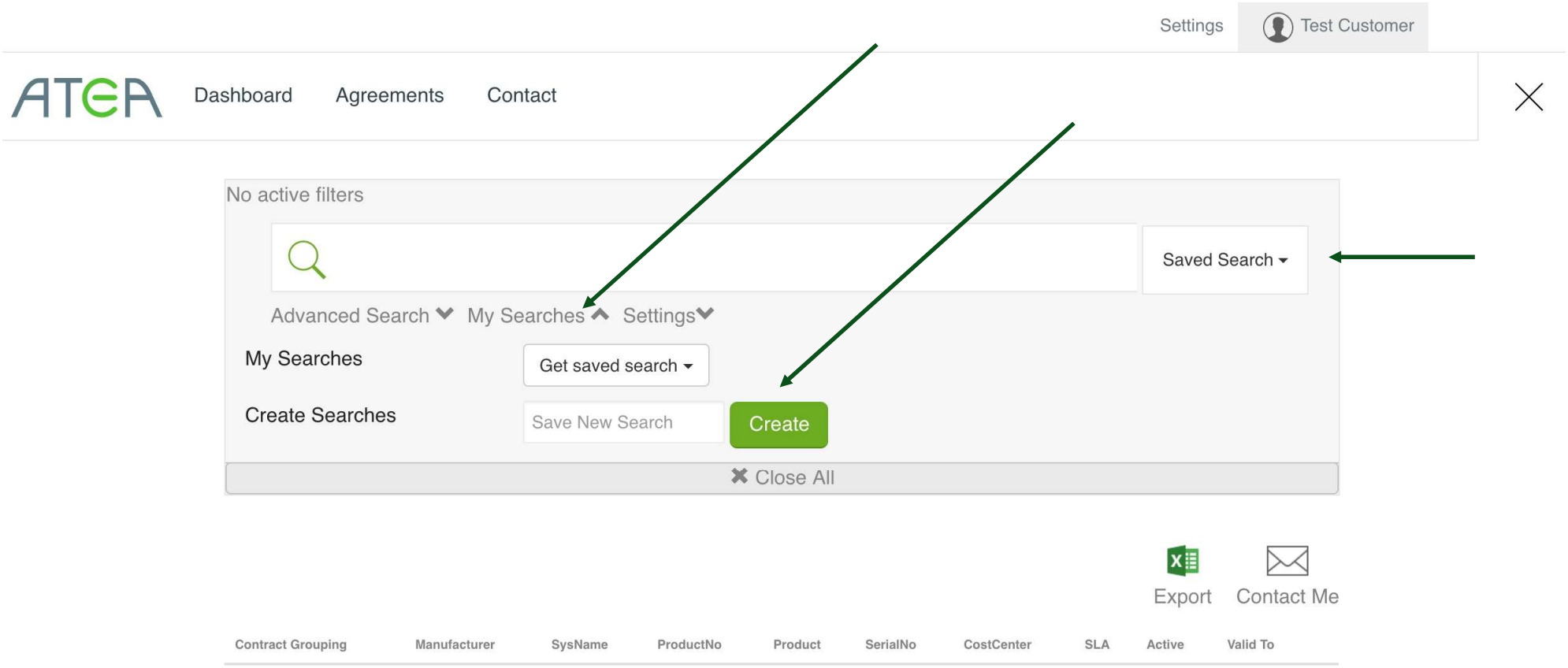
SCP Save Search



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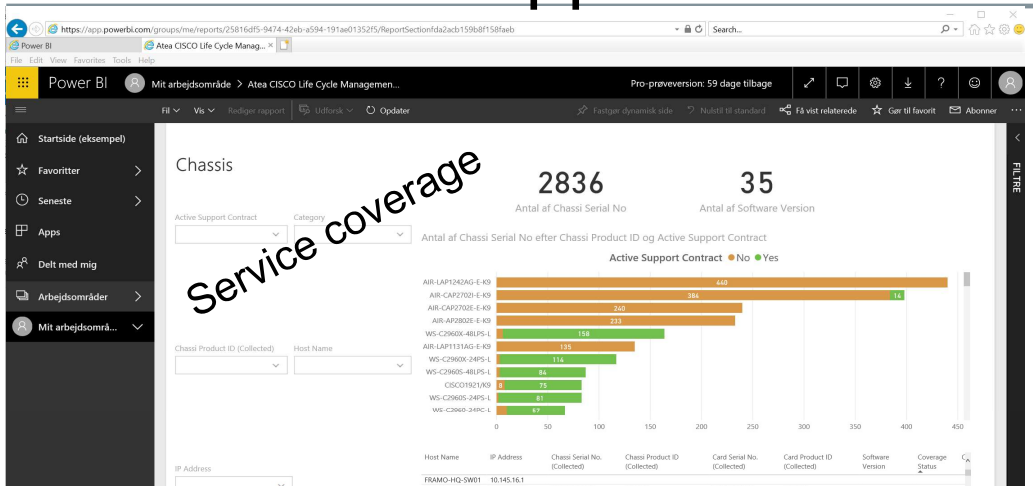
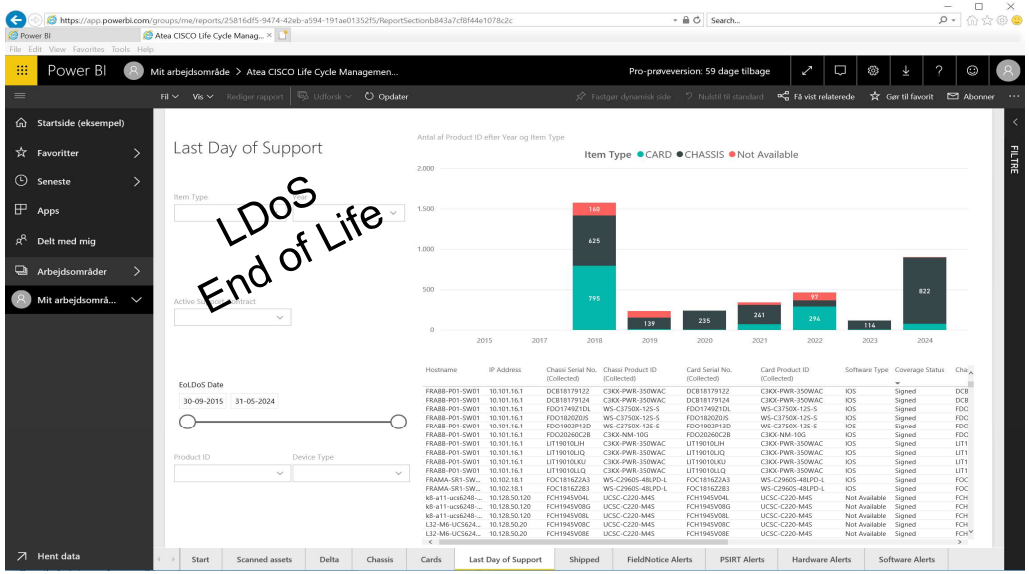
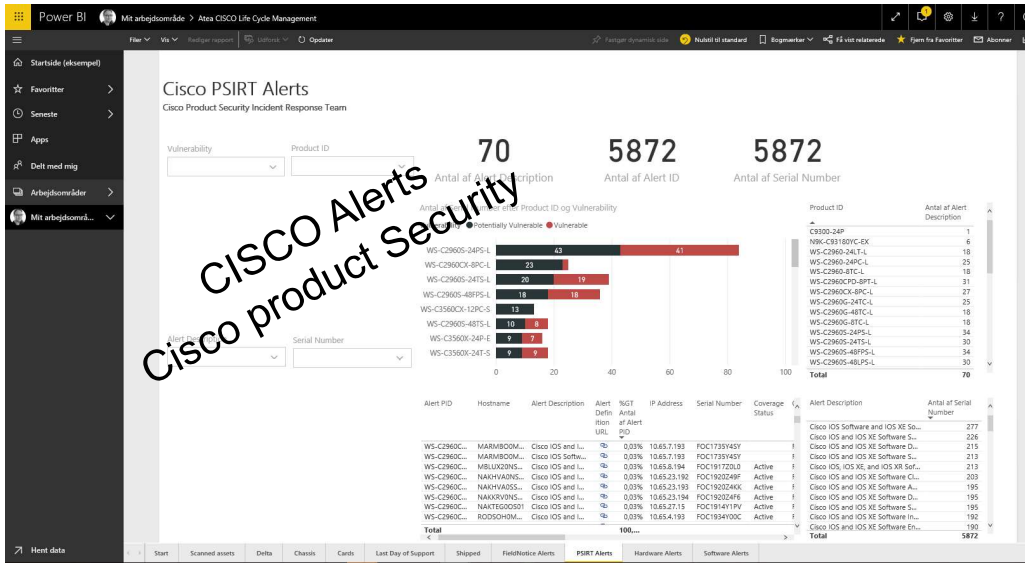
CISCO LCM rapport







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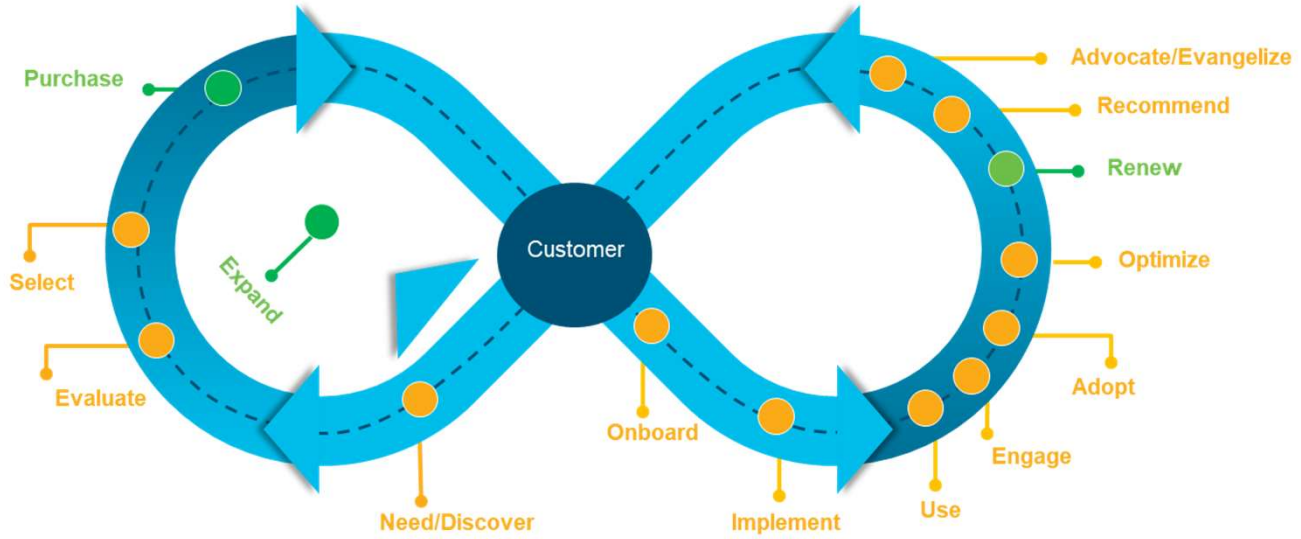
Service Contract Portal
Next step



Mette Nørrung Poulsen, Life Cycle Manager – August 2019

Next generation Service portal

Next steps

Who should be setup for your Service Contract Portal?

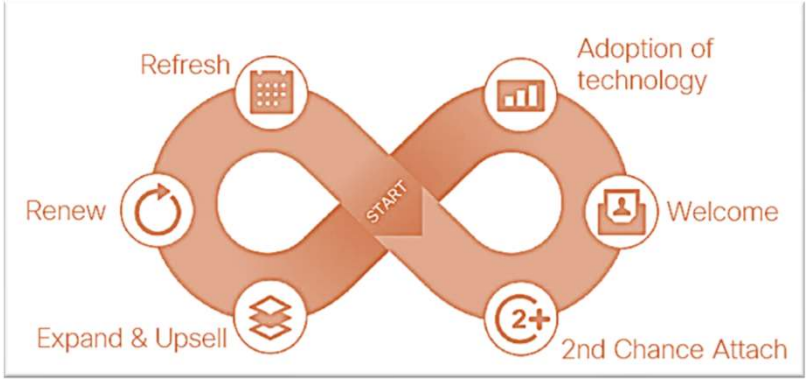
- Personal and unique e-mail adress for each user.
- Who should be super user?
- Who can approve new users
- Book LCM for walk through and user guide

- Interested in learning more about Atea CISCO LCM?
  - Life Cycle Management Service based on Scanning data (Cisco PSS)

- Other?

Mette Nørrung Poulsen, Life Cycle Manager – December 2018

Thank you

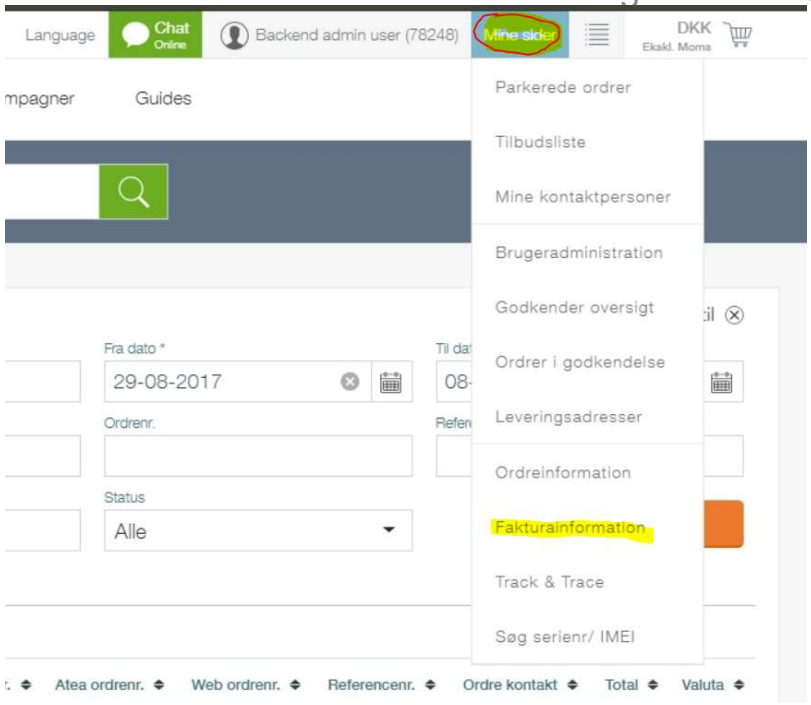


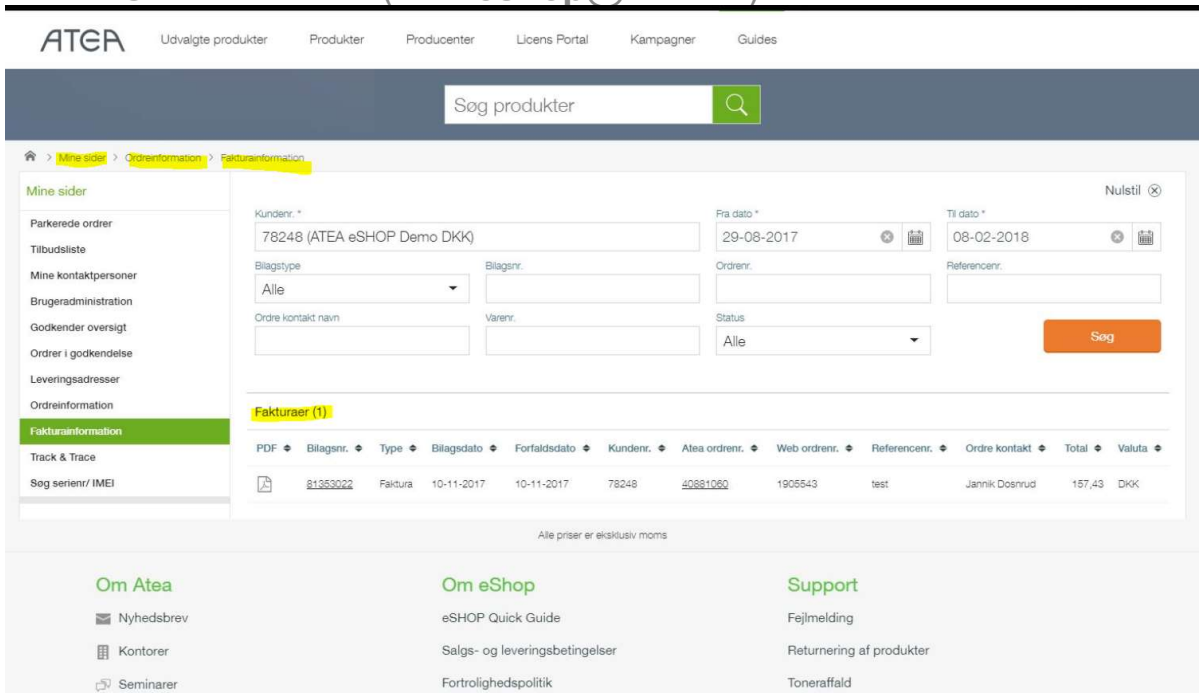
Mette Nørrung Poulsen, Life Cycle Manager – December 2018

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)





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