

**Delivering Complete Care =**

Cisco Smart Net Total Care Service  
+ LAMP



**LaSalle Solutions**

White Paper

# Introduction

## **Delivering Complete Care = Cisco Smart Net Total Care Service + LAMP**

This white paper focuses on how LaSalle Solutions' LAMP<sup>SM</sup> platform intelligently wraps around Cisco's Smart Net Total Care (SNTC) to complement, enhance, and extend it to deliver "Complete Care." The winning combination of LAMP and SNTC provides unparalleled value and opportunity to manage a customer's complete asset life-cycle. LAMP is a secure web-based portal that allows customers to take control and manage their assets, maintenance programs, dispositions, services and leasing programs.

LAMP and Smart Net Total Care can be deployed independently; however, when deployed in parallel, LAMP complements the SNTC solution to provide Complete Care by delivering the following:

- **An intelligent asset lifecycle process**
- **Data normalization and contract accuracy**
- **Personal ongoing support**
- **Mobility solutions**

The goal of this white paper is to provide a roadmap showing that when LAMP and SNTC work in parallel, customers will eliminate entitlement issues and contract renewal hassles, dramatically improve the Return Material Authorization (RMA) process, manage credits and simplify contracts. This will change how organizations manage the complete asset lifecycle of acquisition, upgrades, moves and disposition.



# An Intelligent Asset Lifecycle Process

One of LAMP's core tenets is adding intelligence to the asset lifecycle process and plan, enabling the customer to reduce risk, more effectively manage maintenance costs and provide proactive intelligence to take advantage of an ever-changing network environment. By leveraging SNTC installed base and contract management information gathered by Cisco's secure network discovery tool, LAMP drives a transformative and proactive asset lifecycle process to maximize asset utilization.

The winning combination of LAMP and Smart Net Total Care provides unparalleled value and opportunity to manage a customer's complete asset lifecycle.



## 1 Human Element

The key element that ties together this process and execution of the proactive asset lifecycle plan is the LaSalle Operations team, which works closely with the customer to establish a set of goals, objectives and key performance indicators for the customer's asset lifecycle plan.

Whether it is capturing credits, accurately processing RMAs or making site changes, properly updating this information with Cisco in a timely manner can mean a difference of hundreds of thousands of dollars in savings over the life of a contract. The LaSalle Operations team works closely with customers to process any moves, adds or changes (MACs) to capture and identify savings for the customer. The LaSalle Operations team is the customer cost and contract advocate, delivering the maximum value for the assets in the network while providing significant dollar and time savings to the customer's bottom line.

## 2 Auditing Current Maintenance Contracts

Another key step in the intelligent asset lifecycle process is auditing. Before LAMP is deployed in a customer's environment, the LaSalle Operations team will perform an extensive audit. This audit is carried out in collaboration with the customer's Cisco account team. Part of the SNTC value proposition is to perform a secure network discovery analysis that captures relevant and detailed information relating to Cisco devices on the network. While assets on the network are captured, LAMP Mobile can capture hundreds of other vital network assets that are not connected to the network. LAMP's 360° approach provides customers with complete visibility into both on- and off-network assets, providing a complete picture to ensure all assets are managed properly. For instance, some assets that are not connected to the network may be covered by expensive maintenance contracts that are no longer relevant, costing the customer. The LaSalle Operations team,

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The LaSalle Operations team is the customer cost and contract advocate, delivering the maximum value for the assets in the network while providing significant savings. Updating information with Cisco in a timely manner can mean the difference of hundreds of thousands of dollars in savings over the life of a contract.

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working on behalf of the customer, will notify Cisco to terminate that maintenance. The customer can now use these savings to invest in upgrading their network. LAMP wrapped around SNTC delivers a platform to provide a proactive and predictive asset lifecycle process for customers.

### 3 Moves, Adds and Changes (MACs)

When LAMP works in parallel with Smart Net Total Care, LaSalle and Cisco customers can proactively manage their networks in real time. The Cisco secure network discovery analysis provides a snapshot into the customer's environment, which is critical in establishing a baseline.

As day-to-day events occur, such as moving an asset to a new location, adding a non-connected asset to the network, or swapping out assets or line cards, LAMP and LaSalle's Operations team ensure these events are captured and executed to provide an accurate picture of your network in real time.

If not managed properly, thousands of dollars could be lost by not updating this information in a timely fashion. This Complete Care using LAMP and Smart Net Total Care can provide real savings. Customers are able to proactively manage their networks instantaneously, helping to provide significant savings in a timely fashion.

### 4 Reports

Like Total Care's rich and robust reports, LAMP has a series of value-added reports that align with the goals and objectives stated with the LaSalle Operations team. These reports can be used to determine if LAMP is meeting key performance metrics established by the customer. For example, LAMP has over 15 standardized reports and the ability to create ad hoc custom reports.

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LAMP works in parallel with Smart Net Total Care to provide a proactive and predictive asset lifecycle process for customers.



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LAMP reports, in conjunction with SNTC reports, provide a complete picture into a customer's network and empower the customer to meet or exceed their business goals and objectives as well as the key performance metrics set by the IT organization. This holistic approach is critical to managing the entire asset lifecycle: acquisition, upgrades, moves and disposition.

Reports that will be essential in driving business goals and objectives include the following:

### **Cost Analysis**

Analyze the economic impact of changing a particular level of service, such as changing coverage from 24X7X4 to 8X5XNBD

### **Credit Manager**

Report on credit activity

### **RMA Summary by Contract**

Lifecycle report that provides all RMA activity by contract

### **RMA Summary by Part**

Lifecycle report that provides all RMA activity by part number

### **RMA Summary by Site**

Lifecycle report that provides all RMA activity by site



## Data Normalization & Contract Accuracy

As highlighted in the intelligent asset lifecycle process, LaSalle performs an audit with the customer to normalize the data among all the disparate Cisco contracts and to unify this information under a single contract for each service level. In addition, LaSalle audits all the maintenance contracts and validates this information. In many instances, site location data is very inaccurate. The LaSalle Operations team will thoroughly scrub and validate the data to ensure contract accuracy. LaSalle works closely with customers and Cisco staff to guarantee the accuracy of the data before proceeding.

### Contract Simplification

The LaSalle Operations team will combine all existing Smart Net domestic and international contracts into a single SNTC contract per service level. LaSalle's focus is to co-term all the contracts to one end date. The overall renewal as well as any additions after the renewal will be co-terminated to that specific date. When a user adds an asset to contract via LAMP's web portal or LAMP Mobile, the LaSalle Operations team will ensure the co-term end date will be fixed to make sure that all additions end on the same co-terminus end date.

### Contract Accuracy

With Smart Net Total Care, customers will receive monthly snapshots of MACs from network collectors. While this information is validated against the Cisco Service Contract Center (CSCC), these MACs are not processed and updated with CSCC. This creates a gap and data inaccuracies with maintenance contracts, causing entitlement issues, contract renewal hassles, RMA issues, and difficulty managing credits. To fill this gap and eliminate these issues, the LaSalle Operations team executes on these MACs on the customer's behalf to ensure contract accuracy and that the customer meets Cisco's customer responsibilities section of the SNTC agreement.



LAMP's 360° approach provides customers with complete visibility into both on- and off-network assets, providing a complete picture to ensure all assets are managed properly. LaSalle will ensure there are no duplicates, that the serial number information is accurate and that the assets are eligible for Cisco SNTC.



## Personal Ongoing Support

LAMP provides personal support through an Operations team that works closely with the customer. This team coupled with LaSalle's technology empowers customers to implement an intelligent asset lifecycle process from cradle to grave.

### Managing Credits Opportunities

As your network grows and expands, the technology that you are using today will at some point need to be refreshed. If you have been controlling your cost by entering into multi-year services agreements, you will want to take advantage of the pre-paid maintenance on the older equipment as you deploy new hardware into your network. With LaSalle's 360° approach to technology refreshes and service management, we will work with your team to identify all devices coming off maintenance due to the technology refresh. Using LAMP, LAMP Mobile and SNTC, the LaSalle Operations team will track the devices in question and apply for credits for the unused maintenance. The customer can then apply those credits toward the new technology.

### RMAs & Costly Entitlement Issues

Networks and the assets existing within the networks can often move from headquarters to remote locations. However, if a major asset such as a core switch with two-hour support is moved from one location to another within the U.S. or internationally, the customer has 30 days to communicate this information to Cisco. If the information about the move isn't managed properly, it could result in prolonged downtime, lost employee productivity, customer satisfaction issues, and improper management of a critical asset maintenance contract. With LAMP tickets, LaSalle's Operations team will process the request and communicate site change information to Cisco to ensure that when a customer calls Cisco's Technical Assistance Center (TAC), Cisco's database will have accurate site location information and Cisco will be able deliver on promised Service Level Agreements (SLAs) to minimize outages and eliminate potential entitlement issues.



The LaSalle Operations team works as the customer cost and contract advocate, delivering the maximum value for the assets in the network while providing significant dollar and time savings to the customer's bottom line.

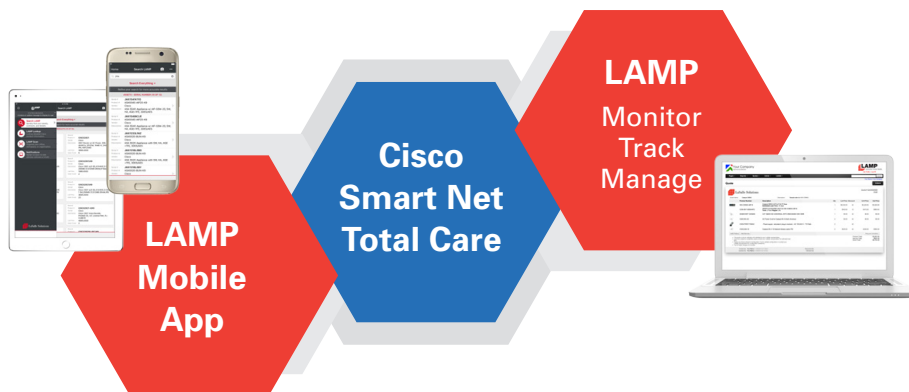


## Mobility Solutions

Working with LAMP in conjunction with SNTC can extend a customer's reach and access to vital asset information. IT users today are more mobile than ever, and it is important that customers have instant access to this information—whether from their smartphone or tablet—to view important asset-related information or perform actions that impact their IT organizations. It is critical when managing the asset lifecycle to maximize the utility of the asset, manage costs and replace malfunctioning assets in a timely manner. With LAMP and LAMP Mobile, the user has access to this information when and where they need it, whether at a desk or in the field.

### LAMP Mobile

The LAMP Mobile app takes key features of LAMP and makes them available to an increasingly mobile workforce. By providing access to LAMP asset, maintenance contract and end of life information and notifications—such as hardware shipment status—LAMP Mobile extends the reach of SNTC. Available on iOS and Android phones and tablets, LAMP Mobile supports the use of Bluetooth barcode scanners to enable single device lookup or to scan an entire data center.



LAMP Mobile empowers a mobile workforce to obtain access to the asset information needed to perform critical functions associated with IT goals and objectives. Imagine:

*Auditing a data center in minutes or hours instead of days or weeks*

*Instantly retrieving the service contract information for an asset*

*Being notified when a shipment is delivered*

With LAMP Mobile it's that easy.

# Conclusion

## **Delivering Complete Care = Cisco Smart Net Total Care Service + LAMP**

When LAMP and its total offering are deployed in parallel with SNTC, the solution provides Complete Care delivering:

- An intelligent asset lifecycle process
- Data normalization and contract accuracy
- Personal ongoing support
- Mobility solutions

LAMP, LAMP Mobile and the LaSalle Operations team combined with SNTC provide unprecedented value and opportunity to manage the complete asset lifecycle.

The end result is that customers eliminate entitlement issues and contract renewal hassles, dramatically improve the RMA process, manage credits and simplify contracts. LAMP with Cisco SNTC will change how organizations manage their complete asset lifecycle: acquisition, upgrades, moves and disposition.

### **For more information:**

To learn more about LAMP, visit <http://www.elasalle.com/LAMP> or contact your local representative.

To view videos about LAMP, LAMP Mobile and other LaSalle Solutions products, please visit <http://www.youtube.com/LaSalleSolutions>.



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