

# Fidelity Bank Online MEMO

MEMO ID: 1725

MEMO Date: 03-07-2025 02:26

From: Asare Adu

Department/Branch: Technology, Head Office

To: Atta Yeboah Gyan

Stakeholders: Asare Adu, Fraser Agyare, Benjamin Adatsi, Abu Yahaya, Emmanuel Turkson, Atta Yeboah Gyan

CC: Benjamin Adatsi

Status: Approved

## Cisco SMARTnet License renewal

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**Subject:** Cisco SMARTnet License renewal

### **Request:**

This memo seeks approval for the renewal of our Cisco SMARTnet License, which is a service that provides fast, expert technical support and flexible hardware coverage delivered by the Cisco Technical Assistance Center (TAC).

### **Purpose/Justification:**

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As Fidelity Bank's network and data center expand and incorporate new business processes, systems, and services, the impact and costs associated with downtime increase significantly, and delays in issue resolution can halt business operations.

The Cisco SMARTnet Service offers Fidelity Bank 24/7 access to Cisco Technical Assistance Center (TAC) engineers and Cisco.com resources. It facilitates swift, expert responses and the dedicated accountability necessary to address critical network issues for all our Cisco Network equipment in our datacenters. The benefits of Cisco SMARTnet Service include:

**Quickly resolve issues:** Identify and resolve problems quickly before they significantly affect business continuity.

**Fast support from experts:** Connect directly to the Cisco Technical Assistance Center (TAC), staffed by thousands of certified Cisco professionals with experience diagnosing the toughest problems in your network and data center.

**Online self-help support:** Access extensive support resources 24 hours a day, 365 days a year through Cisco's online knowledge base, communities, resources, and tools.

**Ongoing Operating System updates:** Access new OS features, including both minor and major OS releases, with the latest operating system software updates within your licensed feature set

### **Financials**

This section provides a breakdown of the proposed expenditure for which approval is sought. Through procurement, collaboration with the local partner was conducted to ensure the renewal cost aligns with our

budget.

Item Description	Cost (Incl tax)	Budget Line
Cisco SMARTnet License Subscription Renewal	USD 35,988.60	P064 CISCO SMARTNET FOR HQ AND DR ACI

**Conclusion:** Kindly grant your approval for USD **35,988.60** (tax Inclusive) for the renewal of this license. This cost was arrived at in conjunction with the Procurement department while adhering to approved sourcing rules.

Amount Involved: USD 35988.6

## Approvals

Approver	Response	TAT	Request Date	Response Date
Asare Adu	Approve	30:00:06:28	03-07-2025 02:26	03-07-2025 02:32
Fraser Agyare	Approve	30:00:00:45	03-07-2025 02:32	03-07-2025 02:33
Benjamin Adatsi	Approve	30:00:01:01	03-07-2025 02:33	03-07-2025 02:34
Abu Yahaya	Approve	30:00:28:15	03-07-2025 02:34	03-07-2025 03:02
Emmanuel Turkson	Approve	03:22:13:45	03-07-2025 03:02	08-07-2025 01:16
Atta Yeboah Gyan	Approve	30:02:18:06	08-07-2025 01:16	08-07-2025 03:34

## Comments

From	Comment	Date
Asare Adu	Supported for approval	03-07-2025 02:32
Fraser Agyare	Supported	03-07-2025 02:33
Benjamin Adatsi	Approved	03-07-2025 02:34
Abu Yahaya	Supported.	03-07-2025 03:02
Emmanuel Turkson	In line with budget.	08-07-2025 01:16
Atta Yeboah Gyan	Approved	08-07-2025 03:34