



Service Description

Asset Management Service

This Service Description is part of the Services Agreement (as defined in the [Services Guide](#)) and describes various Services that Cisco will provide to You. Capitalized terms, unless defined in this document, have the meaning in the Services Guide.

1. Summary

The Cisco Asset Management Service is intended to supplement a current support agreement for Cisco Products and is only available for all Product(s) covered under Cisco Branded Services. Cisco will provide the Asset Management Service described below as selected and detailed on the PO for which Cisco has been paid the appropriate fee. Cisco will provide a Quote for Services (“Quote”) setting out the extent of the Services that Cisco shall provide and the period during which such Services will be provided. Cisco will receive a PO that references the Quote agreed between the parties and that, additionally, acknowledges and agrees to the terms contained therein.

Asset Management Service is a personalized, consultative engagement that provides visibility into Your Cisco assets across the defined scope within Your network. The Service helps You proactively manage Your assets to align with Your desired business outcomes. This Service enables You to maximize the value of Your technology investments and mitigate security and compliance risks. You will Gain an accurate and up-to-date view of assets to make informed IT utilization, planning, and budgeting decisions.

Cisco Asset Management Standard entitles You to cover either Your Cisco Hardware or Cisco Software with the Asset Management Service described below. Cisco Asset Management Premium covers both Hardware and Software.

Technical support for licensing technology migrations is out of scope of the Asset Management Service.

2. Cisco Asset Management Standard

2.1 Cisco Asset Management Standard for Hardware. Cisco will provide the following:

- Asset Management Specialist. Cisco will designate a Cisco Asset Manager (“CAM”) to identify the Cisco Hardware Install Base (“IB”) under which the activities identified below will be supported.
- Initial IB Reconciliation. Cisco will create a baseline IB. The baseline report is complete once You and Cisco agree on the engagement scope. The CAM will perform the following IB reconciliation activities:
 - Review initial IB included as per the defined scope.
 - Compare and contrast the inventory sourced by Cisco with Customer and/or Partner provided files.
 - Provide You with a report of the insights and corrections on IB misalignments.
 - After agreement of the IB, make appropriate changes to ensure 100% service coverage to the agreed upon in-scope baseline.



- Analyze opportunities for contract consolidation and co-termination.
 - Maintain a complete repository (“Customer View”) of Your IB.
- **Periodic Business Review.** The CAM will perform a periodic onsite business review with the designated Customer and Partner contacts. Once You and Cisco align on the IB it will be considered an agreed upon IB for that moment in time. During the business review, the CAM will:
 - Review the purchase history.
 - Review removals from the network (e.g., Tech-refresh, site consolidations, decommissions, etc.).
 - Provide Customer and Partner with a summary view of the changes (e.g., IB and entitlement changes).
 - Review opportunities for contract consolidation and co-termination.
 - Validate contract entitlements.
 - Confirm critical assets are aligned to the appropriate locations with the agreed service levels per the Services Full Coverage Letter of Agreement (if applicable).
 - **IB Insights.** The CAM will provide during the periodic reviews as they align to Your business outcomes and priorities, through a designated Dashboard (e.g., Power-Bi). The Asset Management Service provides visibility into:
 - Accurate, comprehensive, up-to-date asset information.
 - Contract optimization.
 - Identification of at-risk products (e.g., uncovered, End of Life (EOL), past Last Date of Support (LDoS), etc.)
 - Gain a deeper understanding of assets and provided recommendations to ensure the same assets have the appropriate service level coverage.
 - Advise on improvements to IT asset refresh and migration planning.
 - Confirm asset locations are aligned to the collector and/or Customer/Partner provided files (if Applicable)
 - Track, on an ongoing basis, purchase history to determine IB accuracy.
 - **MACD Activities.** The CAM will perform the appropriate changes to the Cisco IB inventory.

2.2 Cisco Asset Management Standard for Software. Cisco will provide the following:

- **Asset Management Specialist.** Cisco will designate a CAM to support You with managing and optimizing the purchase, deployment, maintenance, and utilization of Software entitlements.
- **Asset Visibility.**
 - The CAM will collaborate with You to maintain a complete and accurate view of Your entire Software Inventory.
 - Maintain a complete repository (“Customer View”) of all Software entitlements.
 - Perform/implement a discovery process on a lifecycle basis on all Software entitlements purchased, deployed/installed across the network, and establish a validation process with You to agree on the inclusion of those discovered Software entitlements.
 - Promote periodic onsite business reviews (frequency to be validated with You).
- **Lifecycle License Management.** The CAM will coordinate and assist You with:
 - Coordination with You on the Smart Account (“SA”) and Virtual Account (“VA”) design and implementation.
 - Maintenance the SA Strategy and respective license management.
 - Assistance in creating, deactivating, realigning, consolidating, renaming SA and VA.
 - Confirmation that licenses are reflected in correct SA and VA.
 - Assistance on Smart License conversions.



- Insights and Reports on Software. CAM will provide the following insights for compliance management assessments:
 - Accurate, comprehensive, up-to-date Software asset information.
 - Visibility on the current SA/VA structure and identify optimization opportunities.
 - Analysis of the software service coverage completeness and renewals landscape.
 - Identification of at-risk entitlements (e.g., EOL), past LDoS, End of Software Maintenance (EoSM), OS Conformance, etc.).
 - Identification and optimize Software entitlements usage.
 - Support Enterprise Agreement consumption and reconciliation activities.
 - Identification and reporting on Smart License conversion opportunities.
 - Report list of users and respective roles to each SA and VA.

2.3 Cisco Asset Management Premium

With the Premium offer, You will receive both Asset Management Standard for Hardware and Asset Management Standard for Software Service activities and deliverables.

3. Customer Responsibilities

- Designate a representative to act as the primary interface with Cisco. This representative will work with the CAM to resolve any issues related to the Hardware and/or Software Asset Management Service.
- Provide necessary information on Hardware and/or Software inventory to the CAM to complete the reconciliation process and provide written confirmation of the IB. The confirmed IB will act as a baseline for the CAM to identify changes throughout the engagement.
- Provide regular updates to the CAM on network changes and attend the periodic business reviews.