



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

This white paper focuses on how LaSalle Solutions' LAMP<sup>SM</sup> intelligently wraps around Cisco's Smart Net Total Care Service (Total Care) to complement, enhance, and extend Total Care to deliver "Complete Care". The winning combination of LAMP and Total Care provide 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 Total Care can be deployed independently; however, when deployed in parallel, LAMP complements Total Care solution to provide "Complete Care" by delivering the following:

- **An intelligent asset life-cycle process**
- **Data normalization and contract accuracy**
- **Personal on-going support**
- **Mobility solutions**

The goal of this white paper is to provide a roadmap showing that when LAMP and Total Care 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 life-cycle: acquisition, upgrades, moves and disposition.



## An Intelligent Asset Life-cycle Process

One of LAMP’s core tenets is adding intelligence to the asset life-cycle process and plan, enabling the customer to reduce risk, manage maintenance costs more effectively and provide proactive intelligence to take advantage of an ever-changing network environment. By leveraging Total Care installed base and contract management information gathered by Cisco’s secure network discovery tool, which captures relevant and detailed information relating to Cisco® devices on a customer’s network, LAMP drives a transformative and proactive asset life-cycle process to maximize asset utilization.



### 1. Human Element:

The key element that ties together this process and execution of the proactive asset life-cycle plan is the LaSalle Operations team who works closely with the customer to establish a set of goals, objectives, and key performance indicators for the customer’s asset life-cycle 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 the 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 bottom line.

## **2. Auditing Current Maintenance Contracts:**

Another key step in the intelligent asset life-cycle 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 a collaborative fashion with the customer's Cisco account team. Part of the Total Care 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's mobility products such as LAMP Scan can capture hundreds of other vital network assets that are not connected to the network. LAMP's 360° approach to auditing provides customers with complete visibility into assets that are connected or not connected to the network, and provides a complete picture to ensure all assets are managed properly. For instance, some of the 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, 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 Total Care delivers a platform to provide a proactive and predictive asset life-cycle process for customers.

## **3. Moves, Adds, and Changes (MACs):**

When LAMP works in parallel with Total Care, LaSalle and Cisco customers are able to 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

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

**LAMP reports, in conjunction with Total Care reports, provide a complete picture into a customer's network and empower the customer to meet their business goals and objectives, and meet or exceed key performance metrics set by the IT organization.**

- **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:** Life-cycle report which provides all RMA activity by contract.
- **RMA Summary by Part:** Life-cycle report which provides all RMA activity by part number.
- **RMA Summary by Site:** Life-cycle report which provides all RMA activity by site.

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



## Data Normalization & Contract Accuracy

As highlighted in the intelligent asset life-cycle 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 per 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 the data and validate this data to ensure contract accuracy. LAMP's 360° approach provides customers with complete visibility into assets that are connected or not connected to the network and provide 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 SMARTnet®. 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 SMARTnet domestic and international contracts into a single SMARTnet 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-termed to that specific date. When a user adds an asset to contract via LAMP's web portal or LAMP Scan, the LaSalle Operations team will ensure the co-term end date will be fixed in order to make sure that all additions end on the same co-terminus end date.

### **Contract Accuracy:**

With Total Care, customers will receive monthly snapshots of MACs from network collectors. While this information is validated against the Cisco Service Contract Center (CSCC), often 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 SMARTnet agreement.



## Personal On-Going Support

LAMP provides personal support through an Operations team that works closely collaborate with the customer. This coupled with LaSalle's technology empowers customers to implement an intelligent asset life-cycle process from cradle to grave. To highlight the importance of this factor, below are some examples that could have major financial implications and impact on network uptime.



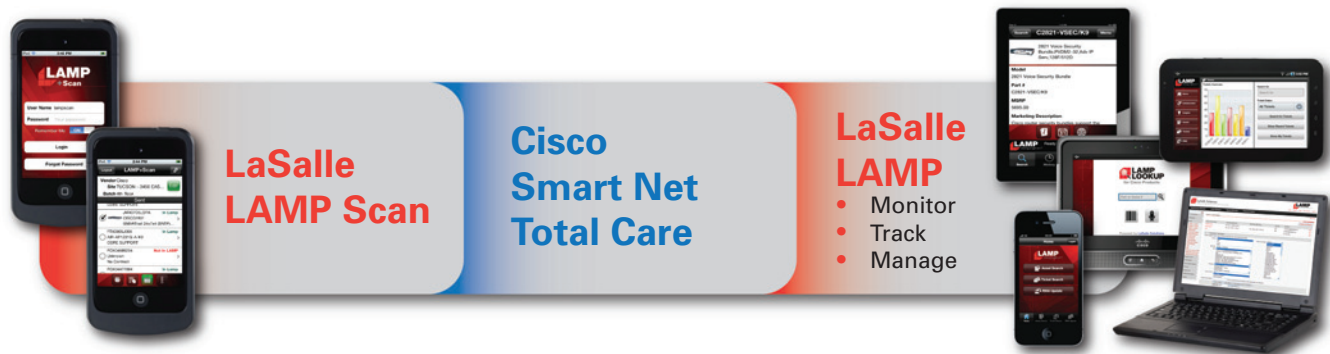
### **Managing Credits Opportunities:**

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 Scan, LAMP Mobility and Total Care, 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, this 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, so 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.



## Mobility Solutions

Working with LAMP in conjunction with Cisco Total Care 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 they have instant access to this information whether from their smartphone, tablet or scanning apparatus to view important asset related information or perform actions that impact an IT organization. It is critical in managing the asset life-cycle to maximize the utility of the asset, manage costs, and replace malfunctioning assets in a timely manner. With LAMP and LAMP Mobility tools, the user gains extended access and empowers the mobile IT workforce. LAMP Mobility tools to use include:

### LAMP Scan:

LAMP Scan™ (Patent-Pending) is a mobile-enabling product that takes some of the key functionalities of LAMP and puts them into the hands of a mobile workforce. LAMP Scan is a native mobile application that resides on an Apple iPod Touch. The Apple iPod Touch is housed in a professional scanning apparatus that uses 2D scanning bar technology to scan and process serial numbers from assets. Once the information is scanned, it is processed by LAMP, and then receives back data for each scanned asset that can include asset identifier, asset part number, contract type, serial numbers, end-of-life information, descriptions, site information, and customizable asset fields.

### The Power of LAMP Scan

LAMP Scan extends the reach of Total Care and empowers a mobile workforce to obtain access to asset information to perform critical functions associated with IT's goals and objectives.



#### Imagine:

- Auditing a data center in minutes or hours instead of days or weeks
- Tracking new inventory as it arrives at the customer location with a push of a button
- Validating the service contract information and site location of an asset instantly
- Completing the RMA process with a simple scan

With LAMP Scan it's that easy. When any of these activities are initiated from LAMP Scan, a ticket is automatically created in LAMP. The LaSalle Operations team takes it from there, processing the ticket accordingly.



## **LAMP Mobile • LAMP Tablet • LAMP Cius:**

As with LAMP Scan, LAMP Mobile and LAMP Tablet mobile apps empower customers through immediate access to LAMP asset and contract information and provide personalized support from the LaSalle Operations team and the Cisco TAC, directly from their iPhone, iPad or their Android smartphone or tablet.

Cisco's Cius is a business-oriented mobile device running on the Android OS. The LAMP Cius app provides Cius customers with the same power and access of LAMP asset and contract information, and personalized support from the LaSalle Operations team and the Cisco TAC.

## **Conclusion**

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

- **An intelligent asset life-cycle process**
- **Data normalization and contract accuracy**
- **Personal on-going support**
- **Mobility solutions**

LAMP, LAMP Scan, and the LaSalle Operations team combined with Total Care provide unprecedented value and opportunity to manage the complete asset life-cycle.

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 Smart Net Total Care Service will change how organizations manage their complete asset life-cycle: 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 Scan and other LaSalle Solutions products, please visit <http://www.youtube.com/LaSalleSolutions>.*