



Get hands-on expert help and automation to maximize your Cisco Lifecycle Incentive profitability

Cisco rewards Partners for developing customer success practices and creating value across the customer experience lifecycle, from the very start through to use or activation and adoption.

Yet Cisco Partner Sales, Customer Experience, and Customer Success teams struggle to integrate the complex customer experience process while maximizing their Cisco Lifecycle Incentive (LCI) rewards.

- Is your team **overwhelmed** trying to understand all the details an LCI success practice requires?
- Are your **resources** already **stretched** to the limit?
- Are **manual processes** that don't scale **taking too much time**?
- Do **errors** keep getting into the endless spreadsheets?
- Is the LCI process taking up so much bandwidth there is **no time to think about LCI rewards**?
- After all your effort, are you still **missing out on LCI rewards**?

Help can be at your fingertips if you team with Taleka, a one-stop-shop that can provide Cisco Partners with expertise, hands-on resources, and access to tooling automation by Netformx to maximize your LCI profitability.

Get the support you need to create or scale your customer success practice

Taleka can provide consultants, trainers, and hands-on resources—acting as an extension of your customer success practice—to help deliver more value to your customers.

Taleka's Customer Experience Specialization services use technology, people, and processes to address the issues Cisco Partners often face as they set up their customer success practices and seek to manage them efficiently to maximize LCI rewards. Taleka's experienced team and honed processes help Cisco Partners work toward Customer Experience Specialization certification and, post-certification, to scale their practice and drive revenues through Lifecycle selling, delivery, and LCI incentives.

They can help your team create documentation templates and define methodology practices that deliver value to your customers and meet the LCI requirements, ensuring you don't miss out on incentives that could be used to grow your practice.

To help Cisco Partners further maximize their LCI rewards with added insight to their LCI data Taleka can help Cisco Partners to leverage the **Netformx LifecycleXpert™** application built specifically to manage LCI rewards.

"Taleka has a proven track record of delivering value through the Cisco Customer Success Program. Taleka's customers see them as trusted advisors to deliver value and meet LCI requirements. We are delighted to be part of Taleka's ecosystem of best-in-class technology partners by providing the tools needed to streamline LCI program management outcomes."

Mark Bickerstaffe, General Manager of Netformx (An Orchestra Group Company)

Analyze, prioritize, and manage your Cisco LCI opportunities to maximize reward payouts

Netformx LifecycleXpert™, powered by **ChannelXpert™** simplifies LCI management and maximizes reward payouts across the entire LCI journey—all on a single pane of glass. The application helps Partners analyze and prioritize LCI opportunities, determine where to take action on plans and activities, see what's needed to meet milestones and due dates, and track payments to ensure they get paid.

LifecycleXpert enables a rapid ROI by automating the management of LCI Use/Activate and Adopt reward requirements and due dates that are spread across the calendar. To save valuable time, LifecycleXpert gathers and aggregates current LCI data from Distributors and various Cisco platforms. It consolidates all the available LCI information and constantly analyzes both Annuity and Architecture data with up-to-date program logic.

Eligible LCI opportunities and potential rewards, by quarter, phase, and track, are immediately presented in an easy-to-understand dashboard. Notifications of required actions, crucial milestones, and due dates, including Customer Success Plans (CSP) and Successful Business Outcomes (SBO), are provided to help you meet plan requirements and deadlines. LifecycleXpert then tracks payout status and payments to ensure all rewards are paid.

"We are absolutely delighted to be partnering with Netformx, offering a holistic approach to customer experience, and delivering real value to our shared customers and partners. Our people and process focus, combined with the Netformx LifecycleXpert application removes the pain for partners, and allows them to focus on what they do well – delivering great experiences and helping customers achieve outcomes."

Tracey Kingston, Managing Director at Taleka

Get your resources and tools in order

Taleka can be your one-stop-shop to manage your LCI rewards and provide the tooling you need to minimize the day-to-day work and to simplify reporting.

Get in touch to discuss how we can help at cxpartners@taleka.com.



About Taleka

Taleka is a global Cisco Eco-System partner who provides adoption services, change management and drive innovation for digital technologies. We help organizations adopt new technologies by applying a human-centred approach to change management, stakeholder engagement, communication, and training. Taleka has a proven track record of delivering value through the CX Specialization Program. We help partners with eliminating competition, easier renewals, license expansion and delivering value to customers.

About Netformx, an Orchestra Group Company

Netformx cloud-based applications simplify how Cisco Partners and IT Solution Providers can increase profitability from Lifecycle Incentives, VIP rebates, CSPP/SPP, and more throughout the sales cycle. We merge our deep expertise of Cisco programs with complete, consolidated, and digestible data from Distributors and numerous Cisco platforms to deliver the right data to the right people at the right time. Business outcomes are further enhanced with timely insights to manage customer success and renewals. www.netformx.com sales@netformx.com

