Netformx AssetXpert®

Transform Customer Success with Simplified IT Asset and Contract Management

Easily manage SmartNet contracts, software subscriptions, and customer assets

Management of customer IT assets, maintenance contracts, and subscription renewals can be challenging and time-consuming. IT assets are spread across multiple sites, networks, and geographies, and their maintenance varies by location, asset type, service type, coverage level, and more. They often don't know what is under contract, what needs to renew, and when they renew. Partners often accidentally submit Cisco SmartNet® support contract orders with inconsistent customer/entity naming conventions, making it impossible to create consolidated views of end-customer assets and contracts.

Compounding your SmartNet renewal headaches, non-aligned contracts expire at different times throughout the year. Additionally, assets can move without a matching update to the asset's location information, resulting in inaccurate asset information. How can you be the best advocate for your customer if you don't have accurate contract and renewal information at your fingertips?

See everything you have sold to a customer with Netformx AssetXpert

Designed to empower Cisco Partners and their customers, Netformx AssetXpert® is a self-service portal to organize and manage at a glance SmartNet contracts, software subscriptions, and customer assets. It provides a unified customer-centric and value-centric view of IT assets, maintenance contracts, and subscriptions as well as business intelligence on coverage and expiration dates. AssetXpert is the only place where Cisco Partners can see everything they have sold to a specific customer without needing to go to multiple Cisco portals. With the Netformx AssetXpert portal, you have a holistic view of all the contracts and what's up for renewal, so you can prioritize actions and ensure renewals are done on time.

Netformx AssetXpert simplifies renewal management by providing a comprehensive view of the customer's assets on a single pane of glass. It summarizes the SmartNet facts so you can have proactive discussions with your customers and facilitate contract co-terming. Since a quote can include renewals, takeover bids, upgrades or downgrades

to existing service, coverage termination, change request actions such as EoX replacement recommendations, change of addresses for assets that move location, and change of contract for consolidation, AssetXpert enables you to ensure accuracy before the quote is delivered.

Integrated with CCW-R APIs, the AssetXpert portal pulls partner Cisco CCW-R data daily from Cisco feeds. Netformx organizes that data, allows you to normalize customer name variations, and gives you a consolidated and comprehensive view of your customer's contracts.

> *"AssetXpert is a great tool. Instead of trying to pull a ton of data and sort and consolidate from a bunch of spreadsheets, we get amazing visibility in a single dashboard. The dashboard is impressive, clean, and easy to access. There are so many great ways to slice and dice this information. AssetXpert is definitely a huge help for us."*
>
> Senior Director of Renewals

AssetXpert features and benefits

- Be proactive with your customers on their contracts and renewals
- Visualize, optimize, and prioritize your renewal process
- See a customer's complete Cisco portfolio: contracts, software, and subscriptions
- Streamline the administration of MAC-D requests

- Increase productivity with simplified contract, subscription, and asset management
- Have an accurate view of coverage by uploading your customers inventory using **Netformx Discovery™** and have visibility to assets which may have been sold by your competitor and ripe for refresh or renewal.

- Ensure non-stop SmartNet coverage
- Automate end-of-life (and other milestone) product replacement suggestions
- Improve efficiency with clean and organized end-customer data
- Quickly identify end-customer enforcement (SECE) conditions

Business Intelligence Dashboard to visualize, optimize & prioritize your renewal process

Cisco Partners can use the powerful AssetXpert Business Intelligence (BI) Dashboard to quickly visualize, optimize, and prioritize their renewal process. The dashboard provides an aggregated, total Partner-level view for all upcoming SmartNet renewal activities defined by customer contract sizes, ranked by contract value, and displayed by expiration date timeframes. The ability to view the entire contract lifecycle, including all future expiration dates, is a powerful tool to better understand where each customer stands.

Easy-to-read graphics show the upcoming expiring contracts by customer segmentation and time period, as well as the value of those expiring contracts, upcoming Last-Day-of-Service contracts, and expired contracts. The expiring contracts are displayed by customer and by date. In addition, the customer contract value is plotted over time, providing snapshots across the customer lifecycle. Customer positioning is illustrated by number of assets and contract value, with the customer circle size representing the number of contracts.

**ASSETXPERT BUSINESS INTELLIGENCE DASHBOARD**

Actual customer inventory can be uploaded from Netformx Discovery so you can map against what is or is not covered or that may be covered by another Partner.

The BI Dashboard also shows normalized customer mapping results so users can view the installed base as it really exists. The AssetXpert mapping tool helps users to normalize entity naming, eliminating inconsistent end-customer names. Users then receive alerts once new accounts are created in CCW-R. To accelerate value, you can jumpstart by viewing your CCW-R records based on the CCW-R GU names or CCW-R recorded customer names.

Interactive SmartNet Management Portal to manage customer assets in real-time

The Netformx AssetXpert portal summarizes in real time your customer's asset service contracts and Last Day of Support (LDoS) notifications as well as asset-to-service levels. Visibility is provided into SmartNet lifecycle contract start and end dates, as well as active and expired contract status. AssetXpert provides interactive search capabilities and drill-down of asset details and reflects the asset selections on a geographic asset heat map. Reports, such as asset lists, can be downloaded to document current status.

NETFORMX ASSETXPERT: INTERACTIVE CCW-R SMARTNET CUSTOMER PORTAL
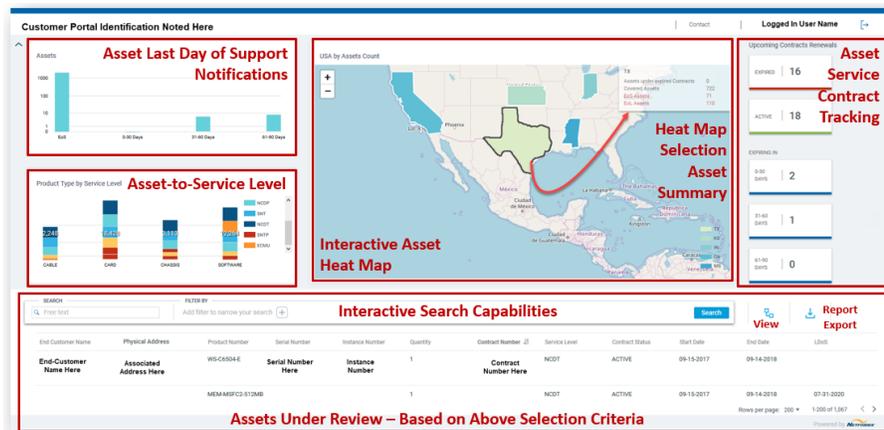
Asset Product Lifecycle Notifications

Tracks upcoming EoS and LDoS product lifecycle dates by End of Sale, 0-30 days out, etc. Hover-over exposes asset count details and the list of affected assets. Updates are reflected in real-time on the Asset Heat Map.

Asset-to-Service Level Tracking

Exposes the Asset-to-SmartNet Service Level contracts and breaks the master asset list into cables, cards, chassis, and software. It then cross-references the asset categories to active SmartNet Service Levels. Details are provided on the per-slice active contract count and a full listing of affected assets is displayed in the bottom pane.

SmartNet Contract Renewals & Expirations

At a single glance, see expired and upcoming SmartNet contract renewals broken down by upcoming expiration days, with drill-down to the relevant assets. Updates are reflected in real-time on the Asset Heat Map.

Lifecycle Alerts

Monitor product lifecycles by setting up alerts for major milestones, such as end of software maintenance release, end of service contract renewal, and Last Day of Support. Receive alerts for selected milestones up to a year before the milestone is reached.

Visual Indication Location Tracking

The Asset Heat Map reacts to all user selection operations, such as Asset Product Lifecycle Notifications. Zoom into the Asset Heat Map to track the assets contained inside the highlighted geographic area. Click-through tracks assets down to the city level and a full listing of the affected assets is displayed in the bottom pane.

Asset Search and Review Panel

The asset list reacts in real-time to all user selections, which can be filtered further in the search panel. Assets can be viewed as flat or hierarchical listings. Each asset line includes physical address, product number, serial number, quantity, contract number, service level, contract status, start date, end date, and last day of support. Users can export the list as a report.

Software Subscription Insight

Master Cloud & SaaS data appears in a grid showing all subscription data in one place, with an aggregated view of major and minor items.

Customer-specific portals to manage accounts and simplify MAC-D activities

With an AssetXpert upgrade partners can provide their end customers with SmartNet portal access so they can also track their own renewals and make Move, Add, Change, and Disconnect asset change requests directly in AssetXpert. That way they can be as up to date as you are. It becomes a communication portal between you and your customer.

As part of the Change Request details displayed at the asset level you can easily see Cisco's suggested replacements for equipment nearing End-of-Life.

To get started today, talk to your Netformx Account Manager or contact **sales@netformx.com**

About Netformx

Netformx enables partners to design and deliver multi-vendor IT solutions quickly and effectively. It helps the Cisco channel increase revenues and create an improved buying experience for their customers. Developed in close collaboration with Cisco, the Netformx application suite streamlines the sales lifecycle for pre-sales, post-sales, and subscription and renewal management. It grows profit margins by optimizing use of Cisco incentives, promotions, discounts, and rebates. Automation and powerful analytics provide business intelligence and actionable insights that enable partners to eliminate manual work, improve efficiency, collaborate, and achieve better business outcomes and customer success. Netformx has 2,000+ customers globally including ALE, AT&T, Bell Canada, BT, Cisco, Dimension Data, Insight, Optus, and Telstra. Our multi-vendor KnowledgeBase™ contains client and vendor products, services, and program compliance data from vendors such as Cisco, ALE, Check Point, Juniper, and Riverbed..

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