



Get hands-on expert help and tooling to pass your Cisco Advanced CX Specialization Audit

Cisco understands that Partners who develop and implement customer success practices become more embedded in their accounts and achieve greater end-customer loyalty. To reinforce this behavior, Cisco provides Lifecycle Incentive (LCI) rewards to Partners that attain Customer Experience (CX) certifications.

Achieving the Cisco Advanced Customer Experience Partner Specialization requires substantial investment in people and organizations, automation tools, processes, and data analysis. Partners must pass an independent third-party audit to verify their compliance with the Advanced specialization requirements.

Many Partners spend precious time manually manipulating customer data and information from various applications to pass the audit, only to have the data quickly become old.

- Is the thought of **tackling the Advanced CX Partner Specialization** Audit keeping you up at night?
- Do you **lack the bandwidth** to research and understand the audit's complex requirements?
- Are your resources already **stretched to the limit**?
- Are you **struggling to manage** the comprehensive **planning** required by the audit?
- Is **manual data entry** taking too much time and **replete with errors**?

There is a simpler path to Cisco Advanced CX Certification by teaming with Veytec and Netformx to quickly pass the CX audit.

CX program knowledge and resources at your fingertips

Veytec can help you plan and execute your CX audit by providing the resources and expertise you need to move quickly toward certification.

The **Veytec CX Practice Development** service provides consulting, training, hands-on resources and tools to help teams get CX certified and to quickly pass the Advanced Specialization audit. Veytec CX specialists can also help you generate Lifecycle opportunities, create Customer Success Plans, and drive adoption.

In 2021, Veytec became one of the first 20 US Cisco Partners and the first regional Partner to achieve Cisco Advanced Customer Experience (CX) certification. Veytec's certification gained so much attention from the industry that other Cisco Partners asked Veytec to help them do the same.

As a Netformx channel partner, Veytec can facilitate fast onboarding to **Netformx SuccessXpert™**, a Cisco Partner-ready solution to satisfy Cisco audit tooling requirements. SuccessXpert was an essential tool in Veytec's ability to quickly pass their CX Advanced Specialization audit.

"Veytec understands first-hand the challenges Partners face to achieve Cisco certifications and has developed training, processes, and tools to streamline the certification process and build CX practices. As a Netformx channel partner they will now be able to bring the advantages of SuccessXpert to the industry at large."

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

Automation and simplification tools to gather data and provide insights

Netformx SuccessXpert is a Cisco Partner-ready application that enables you to pass the Advanced audit tooling requirements in weeks, not months. Instead of manual data entry, it automatically collects customer and deal data daily from the relevant Cisco repositories. This enables rapid customer account definitions, prepopulated with adjustable settings to calculate health scores. Playbooks can be created quickly with templates or uploaded.

"We know from experience how essential Netformx SuccessXpert is to rapidly pass Cisco's Advanced Specialization audit so are excited to become a Netformx channel partner and to incorporate SuccessXpert in our CX practice."

Pat Henson, VP of Operations at Veytec

Based on Netformx's vast expertise in building tools for Cisco Partners, SuccessXpert can be used out of the box without requiring custom development.

Using SuccessXpert dashboards, you can quickly understand and prioritize customer issues. At a single glance, SuccessXpert customer health scores and utilization metrics allow you to catch and address issues you might not have seen otherwise.

Get your resources and tools in order

Veytec can be your one-stop-shop to get a jump on the steps you need to take to pass the CX audit. And once you pass the audit, Veytec can help you manage and maximize your LCI reward rebates on an ongoing basis.

Contact Veytec at +1-407-849-6391



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. netformx.com sales@netformx.com



About Veytec

Veytec is an innovative, one-stop business communication provider specializing in designing, implementing, and maintaining converged communication networks for small and mid-sized clients worldwide. We deliver comprehensive voice, data and video solutions from best-in-class manufacturers and premier support services that optimize the way companies communicate with customers and across the enterprise. We are a full-service integration partner, positioned to assist our clients with every aspect of their communication needs. More information is available at veytec.com.