

# TD SYNnex'S CISCO SERVICES AND SOFTWARE PARTNER BATTLECARD

## WHY USE OUR TEAM?

### We are an Extension of Your Team

- Let us quote and manage contracts to free up your resources for other projects
- Our experts are open for collaboration with you and your clients

### Automation - It's EASY!

- After submitting a request, you have a direct line of communication with the agent
- SLA's clearly posted for communication with customers

### Quality Assurance Program

- Ensures requested items are quoted (products, service levels, coverage dates, install sites)
- Anything not able to be quoted will be communicated as to why
- Be confident in quote accuracy when delivering to your client

### Leverage Our Experience

- 100+ years of channel experience on the team
- Our experience allows us to maneuver convoluted Cisco processes
- Complicated projects are our specialty

## BEST PRACTICES

### Start Early

- Begin discussion and quoting 60 to 90 days in advance
- Quotes are valid and price protected for 60 days

### Contract Management

- Co-term end date to ease labor of renewals
- Consolidate customer contracts to minimize tracking efforts
- Consolidation of install sites for reporting accuracy

### Sell Multi-Year Options

- Locks in long-term pricing to avoid annual increases
- Takes advantage of multi-year discounts
- Reduce administrative work and time spent on renewing

### Offer Financing Solutions

- Help manage customers' budget concerns
- Promotes multi-year contracts, leading to customer stickiness
- Leverage Cisco Capital or other payment options along quote delivery

## CISCO SERVICES (SNTC TEAM)

### What We Do

- Help with maintenance renewals
- Vendor reporting - SNIF, IBR, etc.
- Cisco contract management
- CW-R quote maintenance

\*\*\*SLA is 24 to 48 hours

### How to Contact Us

SMARTnethelp@SYNNEX.com

## CISCO SERVICES (ANNUITY TEAM)

### SOFTWARE AND SUBSCRIPTIONS

i.e. DNA, UMBRELLA

### What We Do

- Quote validation and guidance
- Cloud order processing / assistance

### How to Contact Us

CiscoCloud@SYNNEX.com

CiscoRenewals@SYNNEX.com

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## CISCO NET PRICING MODEL\*

Time	Model
Past	Special pricing was received on the back end via Deviations. DARTS or DEAL IDs. Examples: MDMF-123456-617459 and DSAT-123456-617459
Present	Pricing and discounts are done up front via Magic Keys. Example: Magic key - Q7752765954-000

\*Dollar based/SMS SKU's are no longer used. All lines will now reflect enterprise SKU's regardless of duration or service level. End user/install site information is required to populate correct pricing/discounting

## MULTI-YEAR DISCOUNT INFORMATION

Additional discounts are available for multi-year durations.

\*\*THESE ARE NOT ADDED ON TOP OF THE STANDARD DISCOUNT, BUT ARE FORMULATED INTO A BLENDED DISCOUNT WITH THE "MULTI-YEAR DISCOUNT CALCULATOR" provided by the SYNnex Comstor Cisco Services Team.

A higher discount is available for 5 year support with a Deal ID. Please reach out to the SYNnex Comstor Cisco Services team for further clarification.

<b>4%</b> For Two Year
<b>7%</b> For Three Year
<b>7%</b> For Five Year

\*We cannot quote Brazil, Canada, China, Russia, or India. These countries need to be quoted by a business entity located in these countries.

## WARRANTY VS SNTC SERVICE DELIVERABLES

Deliverables	Service Support Contract	Standard Warranty
24/7 TAC Access	Yes	Limited Lifetime Warranty
OS Updates & Upgrades	Yes	No
Application Software Updates & Upgrades*	Yes	No
Online Technical Resources	Yes	Guest Access
Hardware Replacement in as Little as 2 Hours	Yes	No
Proactive Diagnostics & Alerts	Yes	No
Renewable Contracts	Yes	No

## COMMON SERVICE LEVEL DESCRIPTIONS

Service Level*	Term	Deliverables**
SW	Anytime	Software Updates, no HW replacement
SNT	8x5xNBD	Advanced replacement parts are delivered the next business day from 9 a.m. to 5 p.m.
SNTP	24x7x4	Advanced replacement parts are delivered within 4 hours, 24 hours a day, 7 days a week
SWSS	Anytime	Full-time telephone and remote technical and maintenance support, release updates (minor and major updates), and access to Cisco.com knowledge base
ECDN	SW, 8X5XNBD	Essential Operate SW, Telepresence HW, full-time telephone and remote technical and maintenance support, release updates, and access to Cisco.com knowledge base, advanced replacement parts delivered next business day 9 a.m. to 5 p.m.
OS/CS	8X5XNBD Onsite	Advanced replacement parts, field engineer onsite, delivered next business day from 9 a.m. to 5 p.m.
OSP/C4P	24x7x4 Onsite	Advanced replacement parts, field engineer onsite, delivered within 4 hours, 24 hours a day, 7 days a week
SSSNT	SOLN SUPP 8X5XNBD	Support for converged and multi-vendor solutions through a single point of contact at Cisco. Replacement parts are delivered next business day from 9 a.m. to 5 p.m.

\*TAC access is 24 hours per day, 7 days per week. Cisco provides a multitude of service levels, represented here are those most commonly transacted.  
\*\*For a more detailed description: [https://www.cisco.com/c/dam/en\\_us/about/doing\\_business/legal/service\\_descriptions/docs/cisco-smart-net-total-care.pdf](https://www.cisco.com/c/dam/en_us/about/doing_business/legal/service_descriptions/docs/cisco-smart-net-total-care.pdf)