



Product Bulletin:

Cisco SMARTnet Support Renewals

Revision History

3 May 2010 - Initial version

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This product bulletin informs NetApp sales and NetApp partners about new or changed NetApp® products or services.

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1. Summary

NetApp resells Cisco SMARTnet support services. New Cisco support agreements are sold worldwide; however, renewals can only be made for customers in the Americas and USPS geos at this time. The renewal ordering capability is enabled through special systems, staffing, and training for the Americas and USPS geos, but is not yet ready elsewhere. Cisco renewals capability will be available to the EMEA and APAC geos in June or July 2010.

Renewing a Cisco SMARTnet support contract involves a number of steps and a complex process to link the customer order for the renewal through the NetApp and Cisco contract management systems. The authoritative source of information for Cisco SMARTnet support contract data is the Cisco Service Contract Center (SCC). Since the support agreement is purchased from Cisco and Cisco provides the support, the company's database is deemed the source of accuracy for Cisco support contract status.

It is essential that NetApp have the correct serial numbers in order to correctly identify the service contracts for renewal. Once the correct serial numbers are known for the switch chassis and the blades in the chassis, the support contracts can be renewed as long as the switch was originally sold by NetApp. NetApp does not have a process or capabilities to renew a service contract for equipment originally sold by an entity other than NetApp.

2. What's New?

The ability to order Cisco SMARTnet support renewals is new for the Americas and USPS geographies. The new Quote Tool "Cisco Renewals" CP (configurable product tab) must be used. However, it is only accessible to selected individuals who have access to the Cisco Service Contract Center Web site plus access to NetApp iProcurement and other applications. If you have a request for a Cisco support renewal for either the Americas or USPS or want information on worldwide orderability, please send the request to xdl-3rd-party-support-renewal.

It is not valid to order a Cisco renewal as though it was a new service contract. If a new service contract order is

placed in an attempt to order a renewal, then the order is flagged as “invalid” and will not be fulfilled by NetApp Planning (which handles new service orders). These invalid orders are routed improperly, cannot be processed, and therefore will be debooked. Requests for Cisco SMARTnet support renewals can be made to xdl-3rd-party-support-renewal. Typically, Cisco SMARTnet support renewals are on quotations by themselves.

3. Sales and Customer-Ready Tools (Training, SE, Customer Presentations, Datasheets, Sales Guides)

Training and sales materials and tools will be released in June or July 2010. For more information, e-mail xdl-3rd-party-support-renewal.

4. System Requirements

When NetApp is not able to handle Cisco renewals because they are in countries in EMEA or APAC for which personnel resources and IT systems are not yet allocated and set up, the renewals of these SMARTnet support contracts may possibly be arranged by assisting the customer to find a local NetApp partner who is also a Cisco partner and is willing to perform the renewal.

5. Product Information

Renewals for the Americas and USPS are prepared by specifically authorized individuals. After June or July 2010, the availability of Cisco SMARTnet renewals will be open to all geos that allocate personnel resources, engage in systems training programs, and set up roles and logins in NetApp and Cisco IT systems.

6. Regulatory Compliance

N/A

7. Warranty and Service

Cisco warranty and support provisions that are current at the time of purchase and exclusions apply to all Cisco SMARTnet support and inspection services.

8. Additional Information

Contact Information: If you have a request for a Cisco renewal for either the Americas or USPS or want information on worldwide orderability, please send the request to xdl-3rd-party-support-renewal.

Regards,

Worldwide Sales Operations