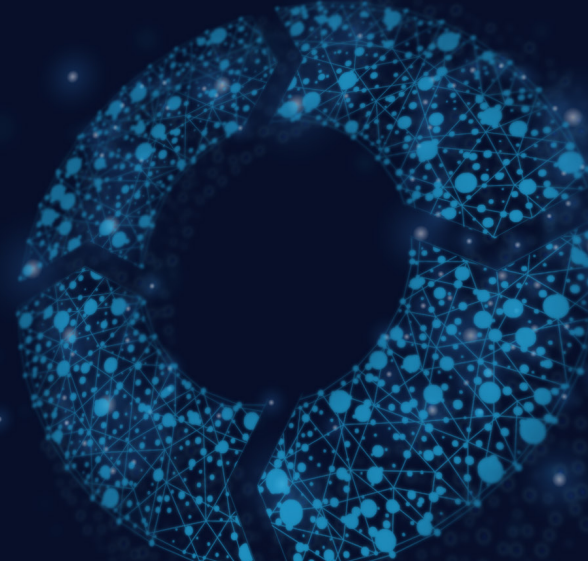


Trace3's LAMP platform intelligently wraps around Cisco's Smart Net Total Care (SNTC) to deliver "Complete Care." The winning combination of LAMP and SNTC provides unparalleled value and opportunity to manage a customer's complete asset life-cycle. LAMP is a secure, web-based portal that allows customers to take control and manage their assets, maintenance programs, dispositions, services, and leasing programs.

When deployed in parallel, LAMP complements SNTC to provide Complete Care by delivering an intelligent asset lifecycle process, data normalization and contract accuracy, personal ongoing support, and mobility solutions.



### COMPLETE CARE WITH LAMP & SNTC

When LAMP and SNTC work in parallel, customers will eliminate entitlement issues and contract renewal hassles, dramatically improve the Return Material Authorization (RMA) process, manage credits, and simplify contracts. This will change how organizations manage the complete asset lifecycle of acquisition, upgrades, moves, and disposition.

#### DISCOVERY

**Trace3 Team:**  
• Engage

**Cisco SNTC:**  
• Audit



The winning combination of LAMP and Smart Net Total Care provides unparalleled value and opportunity to manage a customer's complete asset lifecycle.

#### PLAN

**Trace3 Team**  
• Requirements  
• Upgrade

• Migration  
• Disposition



### AN INTELLIGENT ASSET LIFECYCLE PROCESS

One of LAMP's core tenets is adding intelligence to the asset lifecycle process and plan, enabling the customer to reduce risk, more effectively manage maintenance costs, and provide proactive intelligence to take advantage of an ever-changing network environment.

#### EXECUTE

**LAMP / Trace3 Team**  
• Scan New Assets  
• Issue Resolution

**Cisco SNTC:**  
• MACs



By leveraging SNTC installed base and contract management information gathered by Cisco's secure network discovery tool, which captures relevant and detailed information relating to Cisco devices on a customer's network, LAMP drives a transformative and proactive asset lifecycle process to maximize asset utilization.

#### REPORT

**LAMP / Trace3 Team**  
• Quarterly Reviews

**Cisco SNTC:**  
• Monthly Audits



### HUMAN ELEMENT

The key element that ties together this process and execution of the proactive asset lifecycle plan is the Trace3 team, which works closely with the customer to establish a set of goals, objectives, and key performance indicators for the customer's asset lifecycle plan.

Whether capturing credits, accurately processing RMAs, or making site changes, properly updating this information with Cisco in a timely manner can mean a difference of hundreds of thousands of dollars in savings over the life of a contract. Trace3 acts as the customer cost and contract advocate, delivering the maximum value for the assets in the network while providing significant dollar and time savings to the customer's bottom line.

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### AUDITING CURRENT MAINTENANCE CONTRACTS

Another key step in the intelligent asset lifecycle process is auditing. Before LAMP is deployed in a customer's environment, Trace3 will perform an extensive audit. This audit is carried out in collaboration with the customer's Cisco account team. Part of the SNTC value proposition is to perform a secure network discovery analysis that captures relevant and detailed information relating to Cisco devices on the network.

While assets on the network are captured, LAMP Mobile can capture hundreds of other vital network assets not connected to the network. LAMP's 360° approach provides customers with complete visibility into both on- and off-network assets, providing a complete picture to ensure all assets are managed properly.

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### MOVES, ADDS, AND CHANGES (MACS)

When LAMP works in parallel with Smart Net Total Care, Trace3 and Cisco customers can proactively manage their networks in real time. The Cisco secure network discovery analysis provides a snapshot into the customer's environment, which is critical in establishing a baseline.

As day-to-day events occur, such as moving an asset to a new location, adding a non-connected asset to the network, or swapping out assets or line cards, LAMP and Trace3 ensure these events are captured and executed to provide an accurate picture of your network in real time. If not managed properly, thousands of dollars could be lost by not updating this information in a timely fashion.

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### REPORTS

Like Total Care's rich and robust reports, LAMP has a series of value-added reports that align with the goals and objectives stated with the Trace3 team. These reports can be used to determine if LAMP meets key performance metrics established by the customer. LAMP reports, in conjunction with SNTC reports, provide a complete picture into a customer's network and empower the customer to meet or exceed their business goals and objectives as well as the key performance metrics set by the IT organization. This holistic approach is critical to managing the entire asset lifecycle: acquisition, upgrades, moves, and disposition.

Reports that will be essential in driving business goals and objectives include the following:

- **Cost Analysis** - Analyze the economic impact of changing a particular level of service
- **Credit Manager** - Report on credit activity
- **RMA Summary by Contract** - Lifecycle report that provides all RMA activity by contract
- **RMA Summary by Part** - Lifecycle report that provides all RMA activity by part number
- **RMA Summary by Site** - Lifecycle report that provides all RMA activity by site

### DATA NORMALIZATION AND CONTRACT ACCURACY

As highlighted in the intelligent asset lifecycle process, Trace3 performs an audit with the customer to normalize the data among all the disparate Cisco contracts and to unify this information under a single contract for each service level. In addition, Trace3 audits all the maintenance contracts and validates this information. In many instances, site location data is very inaccurate. Trace3 will thoroughly scrub and validate the data to ensure contract accuracy. Trace3 works closely with customers and Cisco staff to guarantee the accuracy of the data before proceeding.

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### PERSONAL ONGOING SUPPORT

LAMP provides personal support through an Operations team that works closely with the customer. This team, coupled with Trace3's technology, empowers customers to implement an intelligent asset lifecycle process from cradle to grave.

#### Managing Credits Opportunities

As your network grows and expands, the technology you use today will at some point need to be refreshed. If you have been controlling your cost by entering into multi-year services agreements, you will want to take advantage of the pre-paid maintenance on the older equipment as you deploy new hardware into your network. With Trace3's 360° approach to technology refreshes and service management, we will work with your team to identify all devices coming off maintenance due to the technology refresh. Using LAMP, LAMP Mobile and SNTC, Trace3 will track the devices in question and apply for credits for the unused maintenance. The customer can then apply those credits toward the new technology.

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#### RMAs & Costly Entitlement Issues

Networks and the assets existing within the networks can often move from headquarters to remote locations. However, if a major asset such as a core switch with two-hour support is moved from one location to another within the U.S. or internationally, the customer has 30 days to communicate this information to Cisco. If the information about the move is not managed properly, it could result in prolonged downtime, lost employee productivity, customer satisfaction issues, and improper management of a critical asset maintenance contract. With LAMP tickets, Trace3 will process the request and communicate with Cisco to ensure Cisco will be able deliver on promised Service Level Agreements (SLAs) to minimize outages and eliminate potential entitlement issues.

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### LAMP MOBILE

IT users today are more mobile than ever, and it is important customers have instant access to this information — whether from their smartphone or tablet — to view important asset-related information or perform actions that impact their IT organizations.

The LAMP Mobile app takes key features of LAMP and makes them available to an increasingly mobile workforce. By providing access to LAMP asset, maintenance contract and end of life information and notifications, such as hardware shipment status, LAMP Mobile extends the reach of SNTC. Available on iOS and Android phones and tablets, LAMP Mobile supports the use of Bluetooth barcode scanners to enable single device lookup or to scan an entire data center.



For more information on CISCO Smart Net Total Care + LAMP, contact your Trace3 LAMP expert or find us at [Trace3.com](https://www.Trace3.com).