



SMARTNET ADMINISTRATION PRACTICE



With the heightened focus on metrics related to Available To Renew (ATR) and On Time Renewal (OTR), GDT is offering its SMARTNet Administration Practice to support CISCO Renewal Managers. GDT gets renewals. WE understand the urgency to not only get them done on time, but how to structure them so customers can benefit from multi-year commitments.

In addition to Renewals, GDT can support the full lifecycle related to week-to-week contract administration. We embrace the tools CISCO has provided to Partners, and we can take the ownership of day-to-day administration off your hands so Renewal Managers can focus on their highest priorities.

Customers will always want consistent and swift entitlement—that will never change, and it shouldn't. They want to be able to promptly open TAC cases as needed. But CISCO doesn't want to incur soft and hard costs by having their field SE's getting pulled into entitlement issues. Large hardware purchases shouldn't be put on hold due to customer frustration. And Renewals Managers don't want to be sucked into day-to-day contract headaches.

GIVING CISCO, AND ITS CUSTOMERS, WHAT THEY WANT, WHEN THEY WANT IT

GDT's SMARTNet Administration Practice is perfectly structured to make the renewals process seamlessly work for both Cisco and its customers. We will work along-side CISCO RMs to navigate the renewals process, and meet OTR and ATR objectives while ensuring that ongoing contract administration is smooth and transparent. As a Cisco partner for almost a quarter century, GDT is excited about bringing this value to Cisco and its Renewals Managers. GDT will take the time-consuming, unglamorous—yet critical—administration details off your plate, including:



**EQUIPMENT
ANALYSIS**



**RMA
RECONCILIATION**



**HW/SW EOL &
EOS REPORTING**



**CCO ID
ASSOCIATION REVIEW**



**PSIRT/ALERT
ANALYSIS**



**PUT TOOL
RECONCILIATION**



**MACD
ADMINISTRATION**



**DECOMMISSIONED
CREDIT REQUESTS**



**TOTAL CARE
OPTIMIZATION**



**CONTRACT
CONSOLIDATION**



**SITE ID ANALYSIS
& CLEANUP**



**BUDGETARY
QUOTING**

THE GDT SMARTNET PRACTICE—SUPPORT AND ATTENTION TO DETAIL THE “OTHER 11 MONTHS”

With GDT’s year ‘round contract administration support, we will be working regularly with customers’ end users. Data will be maintained, and CCO IDs will be validated with client contract numbers to ensure entitlement is swift and seamless. And when issues do arise, the customer will know their GDT SMARTNet lead is intimately familiar with their environment, resulting in prompt action to address any issues that arise. And, of course, we’ll forecast upcoming renewals to avoid any surprises come budget time. The Renewals simply become standard business events, which will result in a highly improved customer experience.



**DATA
MAINTENANCE**



**CCO ID
VALIDATION**



**ISSUE
IDENTIFICATION**



**PROMPT
RESOLUTION**



**IMPROVED
EXPERIENCE**

The GDT and Cisco partnership. For a quarter century “delivering the bridge to possible today, tomorrow, together.”

WHY GDT?

Founded in 1996, GDT is an award-winning, technology integration partner. GDT specializes in designing, building, and delivering best-of-breed technology solutions for service providers, enterprise networks, data centers, and more.



1B+ ANNUAL SALES



850+ ASSOCIATES



250+ CERTIFIED ARCHITECTS & ENGINEERS



150+ MANAGED SERVICES ENGINEERS

TOP STRATEGIC PARTNERSHIPS



24+ YEARS IN BUSINESS



185 COUNTRIES SUPPORTED



4 ISO-CERTIFIED LOGISTICS & INTEGRATION CENTERS



4 AI-ENABLED NETWORK OPERATION CENTERS

design **IT.** ➔ build **IT.** ➔ deliver **IT.** ➔ manage **IT.**