



Strategic Cisco SMARTnet management

Optimize your infrastructure investment



Managing Cisco infrastructure involves controlling costs, ensuring uptime, and mitigating security risks. Renewal complexities, service level mismatches, and evolving licensing models add further strain. SHI's 3P approach with Cisco SMARTnet and support simplifies these complexities and promotes a proactive process to ensure your infrastructure support is seamless, cost-effective, and secure.

People: Your dedicated Cisco SMARTnet experts

Our 30+ dedicated specialists average 10+ years' experience and expertly navigate the complexities of Cisco support and SMARTnet, freeing your team to focus on strategic business objectives. With experience in large-scale, global inventories, we understand the intricacies of complex Cisco support environments.

Process: Proactive, consultative SMARTnet management

Our consultative process begins by understanding how you manage your Cisco environment and your specific business objectives. We proactively manage renewal and co-term exercises, utilizing our SMARTnet Management Platform to streamline these often complex tasks.

Focusing on optimization, our experts conduct in-depth reviews of Cisco asset lifecycle and buying program options, to ensure your coverage model is cost-effective and aligned with your support needs. Regular reviews of Site IDs and locations further optimize your SMARTnet support. We can also help you leverage multi-year savings and explore flexible financing options with SHI Capital.

Portal: SHI One for asset management and SMARTnet optimization

Our SHI One platform provides centralized Cisco asset management, simplifying renewals and reducing your administrative overhead. Our goal is to improve your inventory management experience and cover what's important to your environment.

SHI One for Cisco provides an interactive inventory experience, allowing detailed insight into assets, lifecycle, and up-to-date Cisco contract data. The ability to tag assets, connect to collector APIs, and upload relevant network information for individual assets, to the platform, ensures accurate support, helping us validate and right-size your SMARTnet support.

Why partner with SHI

- **Proven expertise:** 30+ Cisco-certified SMARTnet specialists
- **Enterprise scale:** \$1.2B annual Cisco contract portfolio
- **Global reach:** Supporting 10K+ enterprise deployments worldwide
- **Strategic alliance:** Cisco Gold Partner status
- **Innovation focus:** SHI One platform for tracking and managing Cisco assets

Asset ID	Product	Manufacturer	Serial Number	Type	Lifecycle State	Covered End Date
580007029	ISR4451-K9 32GB	Cisco	FLM4P49004	Router	On-Site Support	5/28/2024
580100285	ISR4451-K9 32GB	Cisco	FLM4222498	Router	On-Site Support	4/21/2023
510110016	ISR4451-K9 32GB	Cisco	JM42181482	Router	On-Site Support	4/12/2024
527000045	CSR1000V-32GB	Cisco	FT00000000	Router	On-Site Support	1/11/2025
580000009	ISR4451-K9 32GB	Cisco	FO00000000	Router	On-Site Support	6/18/2023
580000008	ISR4451-K9 32GB	Cisco	FO00000000	Router	On-Site Support	3/18/2024
580000007	ISR4451-K9 32GB	Cisco	FO00000000	Router	On-Site Support	6/18/2023
580000006	ISR4451-K9 32GB	Cisco	FO00000000	Router	On-Site Support	1/11/2025
580000005	ISR4451-K9 32GB	Cisco	FO00000000	Router	On-Site Support	6/18/2023

Discover how SHI can optimize your Cisco investment. Contact your **SHI account executive** to schedule your complimentary Cisco Install Base Analysis today.

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