Comparison of Cisco Active Advisor (CAA) with Cisco's Smart Support Services (SNTC, PSS and Smart Care)

Overview

This document compares the main characteristics of Cisco Active Advisor (CAA) with Cisco's three smart support services:

- Smart Net Total Care: a Cisco branded service (CBS) sold directly to customers or through Cisco partners. All SNTC services delivered directly by Cisco.
- Smart Care: a collaborative support service sold through partners serving mid-sized customers.
- Product Support Service: a collaborative support service designed for partners developing support or managed services for enterprise-class customers. PSS is sold to partners.

Summary

Cisco Active Advisor is a free cloud-based service. It scans an SMB-sized network and provides notifications for LDoX, PSIRTs, Field Notices, warranty status change, and support contract status change for Cisco's enterprise routing, switching and wireless products (a subset of the devices Cisco makes). Scans occur on demand, using a Java applet downloaded immediately before each use. Data extracted from the scan is saved for viewing and export. CAA does not provide any support services to the customer.

Cisco smart support services (SNTC, PSS and Smart Care), are for-fee subscription support services. These proactive maintenance packages improve risk management, speed problem resolution and reduce operating costs. They can scan networks as large as enterprise-class, and provide life cycle, contract and alert information on nearly any product Cisco makes. Scans typically occur on a scheduled basis, using a collector that is permanently deployed on the customer's network to ensure installed base information is up-to-date. Data extracted from each collection is analyzed and correlated with Cisco's knowledge base, and saved for viewing and export. Actionable reporting and comprehensive contract consolidation help support large and complex networks, streamline renewals and enable efficient installed base and contract management. The core of each support services is foundational technical support which includes TAC access, OS updates, Cisco knowledgebase access and Advance Hardware Replacement. In addition, Cisco smart data can be accessed by Cisco TAC engineers and used to assist case resolution for supported devices; without a smart support service, this capability is not available.

Key Differentiators

	Cisco Active Advisor	Cisco Smart Services
Network size	Average customer use is for networks with 30 or fewer devices. The web scanner can process up to 762 devices (3 x Class C subnets) in a single scan. There are no restrictions on total number of devices.	SNTC, PSS scale to tens of thousands of devices. Smart Care is designed for commercial networks as large as 1200-1500 devices.
Product Technical Support	Foundational support services are not included.	All smart services include these foundational technical support services: direct (or through partner) 24x7 access to Cisco TAC; RMAs; access to eligible software updates
Smart-enabled TAC	Access to the Cisco TAC is not included	Cisco smart data can be used by TAC engineers to assist case resolution
Target Segment	SMB (note network size, above).	Enterprise, Commercial customers. SNTC is sold to customers; Smart Care and PSS are collaborative offers sold through partners
Usage Schedule	CAA scans are meant to be run on demand to capture point-in-time information.	Smart services are meant to be used on a regular basis, as needed to capture the latest state of the customer's network.
Automated Operation	Each scan is initiated manually. A user logs in to CAA and downloads a single-use Java applet that scans the network. For each scan the user provides credentials and specifies a range of IP addresses. Scan results are stored in the Cisco data center.	Scans are initiated automatically or manually. All credentials and IP address ranges are stored and used for subsequent scans. Scan results are stored in the Cisco data center.
Other Benefits	CAA notifies the customer which devices are near or past LDoX, based on the last inventory scan performed by the customer.	Smart services provide additional capabilities that improve risk management, help resolve problems quickly, and reduce operating expenses.