



# ACUATIVE

Be Ready!™

Formerly  
PRISM Innovations

## Service Contract Administration

### Service Contract Administration

#### MAXIMIZING YOUR CISCO SMARTnet BENEFITS

Gaps in service coverage, inaccurate asset information, or insufficient response times can suddenly become roadblocks at the worst possible time: when you need to repair a business-critical network asset. Rely on Acuative's experienced service contract administrators to ensure that your network assets are properly covered and that you get the right level of Cisco SMARTnet support — exactly when and where you need it.

Our dedicated team of experts will remedy any coverage issues and simplify your contracts. Then we'll proactively manage your contracts and renewals — so you can focus on what's most important to you: optimizing your IT environment to advance your business.

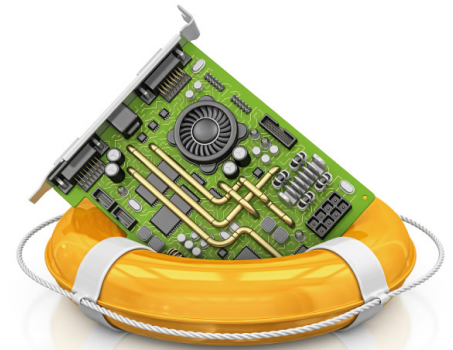
#### THE ACUATIVE SOLUTION: ACCURACY AND ASSURANCE

- **Contract and Asset Discovery.** We examine your current contracts, identify co-term opportunities, and then work closely with you to review current coverage levels, identify coverage gaps and nonessential or duplicate coverage, and verify asset information.
- **Coverage Selection and Recommendations.** We discuss options for streamlining your contracts to meet your operational and fiscal needs. Based on your feedback, we propose an optimal coverage plan — tailored to your business.
- **Proactive Contract Review.** We establish your new contracts, and verify that your maintenance provider's database is updated. Then, while you take care of your business, we work behind the scenes on an ongoing basis to initiate renewals, expedite contract changes, and deliver quotes.

#### UP-TO-DATE INFORMATION AT YOUR FINGERTIPS

You'll have 24/7/365 access to your own secure Contract Administration Portal for real-time visibility into your contracts. With logical, intuitive navigation and the ability to create custom asset labels, your portal is designed to help you pinpoint information quickly and submit contract service requests effortlessly. You can also sort contract and asset information, generate custom reports, and request quotes through the portal. Best of all, because the information you see is always in sync with your maintenance provider's database, you can be certain that you'll receive efficient, timely support when you need it.

- Streamline SMARTnet® contract administration
- Ensure seamless coverage optimized for your business
- Eliminate support process breakdowns
- Reduce risk of downtime, equipment failures, lost revenue
- Simplify IT equipment budget process



## WORRY-FREE SMARTnet ADMINISTRATION

When you rely on Acuative to administer your contracts, you enjoy a host of benefits:

**Simplified maintenance contracts.** We consolidate your contracts by response time and prorate them to the date of your choice. No coverage gaps. No duplicate coverage. Just efficient, effective, easy-to-track coverage that makes sense for your business.

**Accurate asset information.** We ensure that the contract and asset information in your maintenance provider's database is correct and up-to-date. No more repair delays due to inaccurate information.

**Enhanced productivity.** Our efficient portal enables you to keep your finger on the pulse of your contracts without getting bogged down in extraneous information. You oversee the essential aspects of your contracts while we execute the details.

**Rapid contract processing.** When you request a change or addition, we incorporate your request into your existing contracts — typically within two business days — and immediately update your portal to reflect the completed changes.

**Hassle-free renewals.** You receive advance notification of contract renewals, and follow-up alerts if necessary. Upon your approval, we renew your contracts and deliver confirmation that your renewals have been activated.

**Streamlined budget process.** Consolidated, coterminous contracts generate predictable maintenance costs and make it easier to plan and budget for equipment replacement costs. And if you choose to align your contract renewals with your budget cycle, you'll simplify your budget process even more.

**Flexible Financial Arrangements.** Fixed maintenance contract prices have no hidden costs, enabling accurate forecasting and budget management. Contracts can be billed on a yearly, quarterly, and, in some cases, monthly basis.

## GAIN PEACE OF MIND

Acuative provides assurance that you have seamless coverage of all sites across your network, that your maintenance provider always has the right details about your assets, and most importantly, that your network operates without interruption.

Trust Acuative to administer your contracts — so you can focus on running your business.



**ACUATIVE**  
*Be Ready!™*

Formerly  
PRISM Innovations

ACUATIVE, formerly PRISM Innovations, actively delivers intuitive solutions executed with accuracy and acumen, to help you be ready!

© 2012 Acuative™ 082912  
Acuative and Be Ready!, PremWatch, ValuNet and netDeploy are trademarks of Acuative.

