Cisco OnPlus and Cisco Smart Care Comparison

FOR PARTNER USE

This quick Reference Guide provides Cisco partners with information to help you decide when each service is appropriate to use and for which of your customers.

Differentiation Statement

· Cisco® OnPlus is a cloud-based service that enables a partner's managed service practice with remote access to monitor and manage small business customer networks.

· Cisco Smart Care Service enables a partner's managed service and technical support practice with remote access to monitor, manage, and support midsized networks.

Table 1. Primary OnPlus and Smart Care Differences

Service Offering	OnPlus	Smart Care
Minimum partner eligibility	Registered	Select
Enables a partner's managed services practice	Yes	Yes
Includes technical assistance [Technical Assistance Center (TAC)]	No (see FAQ)	Yes
Includes hardware replacement [return materials authorization (RMA)]	No (see FAQ)	Yes
Included in partner-level sales metrics for rewards	No	Yes
Targeted Cisco products	Cisco products for small business	Cisco products for midmarket
Target network	Up to 15 network devices	Up to 200 network devices (weighted)

Cisco OnPlus and Cisco Smart Care Questions and Answers

Q: When should I use one versus the other?

A: OnPlus is a fit for VARs with small business customer networks looking for a cost-effective way to provide a simple-to-use managed service.

Smart Care is targeting Cisco Certified partners that provide both management and technical support services to their midmarket customers.

Q: What are the qualifications for the partner to sell OnPlus and Smart Care?

A: OnPlus requires a Cisco Registered partner and above.

Smart Care requires a Cisco Certified partner.

Q: How do these services enable my managed services practice?

A: OnPlus and Smart Care enable a partner in building a managed services practice or enhancing their current capabilities by providing Cisco intellectual property and monitoring tools to augment their supportability of Cisco products. For best practices for each service, visit OnPlus and Smart Care.

Q: Are technical assistance and RMA support included?

A: OnPlus does not include technical assistance or hardware replacement for the Cisco devices being monitored on the network where it is deployed. A separate purchase (attach) of a service contract is required to obtain these additional technical support services. For more information, visit technical support services.

Smart Care does include technical assistance and hardware replacement for the Cisco devices being monitored on the network it is covering.

Q: How are partners rewarded for selling OnPlus and Smart Care?

A: OnPlus is sold with initial discounts consistent across Cisco Small Business products and Cisco Small Business Support Services. It does *not* have metrics that count toward Cisco Services partner metrics or partner rebates.

Smart Care is included in service sales metrics at the partner level that might allow them to receive rebates through either Cisco Brand Resale, Pay for Performance (P4P), or Cisco Services Partner Program (depending on location/availability). Smart Care promotion link: Cisco Brand Resale and Pay for Performance.

Q: What products are managed by each service?

A: OnPlus is focused on Cisco Small Business products and other Cisco products common to small business networks.

Smart Care focuses on Cisco products designed for larger midmarket customer networks.

Q: What is the target network for each service?

A: OnPlus is designed for small business customer networks that usually consist of up to 15 network devices (routers, switches, wireless, and so on).

Smart Care is designed to scale to larger midmarket customers with networks consisting of up to 200 network devices (determined by using a Smart Care weighted calculation).

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Table 2. Cisco OnPlus and Cisco Smart Care Service Comparison

	Service Offering	OnPlus	Smart Care
Target Market (Scale)	Target partner	Partners looking to manage and monitor *small business* customer networks	Partners looking to manage, monitor, and support *midsize* customer networks
	Target customer	Small businesses: 1–99	Midmarket: 100–1000
	Typical network	1–15 Cisco devices	Less than 200 Cisco devices
Products	Targeted Cisco products	Cisco products for small business	Cisco products for midmarket
	Cisco Data Collector	Hardware appliance (standalone device)	Hardware appliance (rack-mounted device)
Sales	Sales channel	2-Tier partners	2-Tier and 1-Tier partners
	Minimum partner eligibility	Registered	Select
	Cisco Services partner program	No	Yes
	Quoting and ordering process	Single SKU: $250 list price	Single network quote
Service Deliverables	Product technical support	Not included	Included
	Discovery	Inventory and topology of Cisco and third party, service contract and warranty status	Inventory and topology of Cisco and third party, service contract and warranty status
	Monitoring	Device-level alerts and reports	Device- and technology-level alerts and reports
	Maintenance	Configure backup and restore, ability to update firmware, remote connectivity for Cisco and third party, Cisco Product Security Incident Response Team (PSIRT) alerts	Configure backup and restore, ability to update firmware, remote connectivity for Cisco and third party, PSIRT alerts
	Advanced technology	Includes voice / Available soon: optional security and wireless	Includes security, wireless, and voice