

AHEAD Cisco Customer Success for Enterprise Agreements

AHEAD Cisco CX Services: Enterprise Agreements

The AHEAD CX Team assists with supporting the life of the Cisco Enterprise Agreement. This includes partnering with Cisco to onboard the EA's software, assisting with licensing generation, and working directly with our customer to provide detailed consumption reporting within the EA; with a dedicated focus to True Forwards. Our primary driver to aid the customer is managing and maximizing the Enterprise Agreement during the Lifecycle while driving adoption and consumption of the Cisco solutions.

CX Team: Specialty Services for Lifecycle Management

EARLY ALIGNMENT FOR STRATEGIC ENGAGEMENT

- Validate the new opportunity within the customer environment
- Offer solution building with dedicated teams for white glove service offering
- Provide advisory services around current Cisco portfolio
- Identify key Cisco business objectives to drive strategic adoption of the enterprise agreement

ACTIVATION & ADOPTION

- Offer a trusted advisor approach
- Partner with Cisco's specialized resources to ensure strategic and smooth onboarding of software solutions and license generation
- Onboard to CX Cloud for Cisco success tracks services
- Ensure continued lifecycle adoption of software and services through the term of the enterprise agreement and forward

CONSUMPTION & MANAGEMENT

- Support of Cisco's defined EA tools
- Assist customer in smart account management and virtual account licensing organization
- Provide quarterly EA consumption reporting with dedicated focus to true forward milestones
- Contract term management: software EAs, smartnet services, and success tracks

CAPTURING OUTCOMES

- Provide insight to EA overconsumption while assisting with value shift and growth allowance within the EA
- Review business outcomes to ensure alignment around future renewals
- Drive organizational collaboration for future strategic planning

EXPANSION & RENEWAL

- Oversee renewal anniversaries
- Validate renewal strategy
- Drive renewals process alongside Cisco and dedicated AHEAD renewals team
- Drive account team engagement for budgetary estimates and forecasting of renewal