

Cisco SMARTnet

ConTrax™ Contract Management



Benefits

View and manage all Care Pack and other IT service agreements through a single database

Automatic alerts to inform you of expiring service contracts

Monitor contract pricing to ensure you receive all eligible discounts

Create financial reports for budget process and TCO calculation



IT organizations need to control the cost of contract maintenance for their Cisco infrastructure, reduce the amount of time spent validating contract charges, increases, and chargebacks, all while planning for the upcoming years budget. The management of complex vendor contracts takes valuable time away from the key functions of the department.

Cisco's SMARTnet support services accelerate your success by improving productivity, increasing operational efficiency, and extending the life of your network assets. SMARTnet services provide you with access to vital information and assistance including: Registered access to Cisco.com for online tools, Access to the Cisco Technical Assistance Center, Cisco IOS Software Updates, and Advance Replacement of Failed Hardware.

ConTrax, CDI's contract management solution, helps professionals gain control over their Cisco SMARTnet contracts using one point of reference, a central repository of information specific to your companies Cisco environment. Once a customer chooses ConTrax™, the CDI team begins by analyzing your contractual environment, recommend level changes where necessary, consolidating when possible, make recommendations to replace old with new where it makes sense and make sure that customers are receiving the appropriate discounts according to each agreement. ConTrax™ is a complimentary service provided to customers who execute their contract renewals through CDI.

Accelerate your success by improving productivity and increasing operational efficiency while extending the life of your network assets with CDI's ConTrax and Cisco SMARTnet services.

Today, IT service level quality and price points are increasing under scrutiny as companies continue to explore opportunities to "do more with less."

Together, ConTrax and SMARTnet are designed to enable you to extend and enhance the operation lifetime of your Cisco Networking devices. Enable your firm to improve productivity and increase operational efficiency by complimenting in-house resources with world-class networking expertise. Cisco SMARTnet can maximize availability and minimize risks for systems running mission-critical applications.

Protect your network investment with reliable day-to-day network support & prompt resolution to critical network issues. CDI has been successful in assisting customers to meet the challenge associated with innovative, cost-effective technology service delivery, CDI's consultative approach draws on over 20 years of experience in building, supporting and managing complex enterprise computing environments.

ConTrax is not limited to Cisco SMARTnet. ConTrax is supported by a variety of vendors with whom CDI has forged strong relationships, including:

- HP
- Sun
- IBM
- ADIC
- StorageTek



Normally, such a service would pay for itself in just a matter of months, but with CDI, the cost savings are immediate – ConTrax is a complimentary service provided to customers who execute their contract renewals through CDI.

CDI is an IT infrastructure services company that lends knowledge, experience and credibility to helping companies facilitate communications and collaboration between employees, partners and customers around the world.