

Top Talent + Top Tools = Your Competitive EDGE

TOP



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TOP TOOLS



WORK SMARTER WITH SMART NET TOTAL CARE

Today's customers seek networking solutions, not networking products.

Strategic solutions include contingency plans to ensure your customers' networks remain reliable, secure and available. Their daily operations increasingly depend on it.

That's why your customers need coverage with **Smart Net Total Care**, the award-winning technical support service that offers anytime access to Cisco's Technical Assistance Center, operating system (OS) updates and an extensive range of online resources. Coverage also ensures hardware replacement in as few as two hours in most major metropolitan areas.

Smart Net Total Care helps solve problems faster, improves operational efficiency, and reduces the risk of downtime. It gives your customers more time to focus on business innovation while proactively supporting their infrastructure.

Smart Net Total Care includes a broad range of capabilities that span four primary functional areas:

- Technical Service & Incident Management
- Security and Product Alerts
- Service Coverage Management
- Product Lifecycle Management



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MEET CLICK

Smart Net Total Care is key to ensuring your customers manage risk, resolve problems faster and operate more efficiently. However, tracking your customers' coverage can be challenging without the right tool. That's why we created Click. With Click, Comstor partners enjoy state-of-the-art automation that creates and distributes quotes for all expiring Smart Net Total Care coverage opportunities. Click eliminates the need for hands-on quote creation and delivery on an unlimited number of renewal opportunities.

EXPLORE HOW CLICK WORKS

When you register for Click, you'll be automatically alerted of all upcoming Smart Net Total Care renewal opportunities and quotes will automatically be generated for these opportunities 90 days before expiry. Click can also be used to manually generate complex quotes that require more adept attention. Each quote will then be validated with a Cisco quote number.

Once a quote is distributed, a customer can contact you directly to place their order. If you don't receive a response to your initial quote, Click will continue to alert you of the pending renewal opportunity every 30 days.

CUSTOMER CLICK

For resellers who like the automated quotes generated by Click, but don't have much time to distribute and follow up on them, we've developed CustomerClick. With CustomerClick, Comstor does all the heavy lifting for you—we generate customized partner branded quotes and send them to your clients on your behalf. Getting CustomerClick is like adding another sales expert to your team.

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DIVE DEEPER WITH OPPORTUNITYFINDER

Delivering deeper value begins with intelligent insight into your customers' deepest need, peace of mind.

Today's customers are seeking vendors that sell solutions—technology and services bundled together to deliver tangible business value. If you aren't leading with a services-led sales strategy, you're leaving revenue on the table. The ability to deliver value to customers via services-led selling promises larger, more stable recurring revenue streams.

But transforming to a services-led strategy and effectively executing one can be difficult—that's why we created OpportunityFinder. With OpportunityFinder, you can assemble an accurate blueprint of your customers' Cisco technology, so you can proactively analyze service coverage,

easily identify assets in need of replacement, and quickly map out a clear migration path. From there, you can approach your customers with technology enhancements that represent real value.

Comstor's OpportunityFinder is unlike any other tool in the industry. With it, you can match Cisco point of sales data with real time point of risk information to identify coverage gaps associated with aging and outdated equipment.

For more information on OpportunityFinder, contact:
TopServices.us@Comstor.com

BUT THE SOLUTION DOESN'T HAVE TO STOP THERE...

After successfully completing 1000 complimentary customer assessments with the OpportunityFinder tool, partners started asking for more. They talked, we listened, and then we added several enhancements to the Basic version of OpportunityFinder.

IF YOU FEEL

The initial assessment provided by OpportunityFinder would be more effective if reviewed, refined, and contextualized by technical experts,

OR

You seek to segment and optimize opportunities and quickly import them into your current CRM or other pipeline management tool,

OR

Your organization could benefit from learning best-in-class practices in prospecting, customer discovery, and closing sales opportunities at the C-level,

Then you should consider an enhanced version of OpportunityFinder.

OPPORTUNITYFINDER



*Most enroll within a specific timeline



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SERVICES PRACTICE PORTFOLIO



ENGAGE

DEVELOP

GROW

EXTEND



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The EDGE continuum addresses your
Five Financial Impact Zones



**GROW
REVENUE**

**IMPROVE
CASH FLOW**

**CONTROL
COSTS**

**MAXIMIZE
ASSET
UTILIZATION**

**RISK
MITIGATION**

ENGAGE

DEVELOP

GROW

EXTEND