



TECHNOLOGY RUNS ON GREAT PEOPLE

# CONTRACT MANAGEMENT OVERVIEW

Technology investments are only as good as the support services offered after a deployment. WWT takes a holistic approach to contract management to ensure large public and private organizations don't fall victim to common maintenance pitfalls, like devices not being covered when you call in for support or paying for maintenance on products that have not been deployed.

## WWT CONTRACT MANAGEMENT

### OUR EXPERIENCE

- More than \$1 billion in Cisco contracts managed
- More than 30 Cisco Certified Service Reps
- 3.6 million customer assets under management
- Managing assets in the U.S. and internationally

### OUR APPROACH

- Designated maintenance lead
- Conduct initial transition audit
- Implement Consolidation Opportunities
- COMET integration with Cisco Smart Networks
- Regular reviews of customer network

### YOUR BENEFITS

- **Deferred maintenance booking**
- **Simplified renewals**
- **Real-time decision making**
- **Maintenance when you need it**
- **Lower overall maintenance costs**
- **Zero customer cost to use COMET**

## REAL-TIME VISIBILITY OF YOUR CONTRACTS

COMET is a web application developed by WWT for their users and customers to access and manage Cisco service contract data. Features of the tool include:

- Search contracts by entered or pasted list values like contract #, serial #, part number, customer PO#, etc.
- Search and filter contracts by site names or address
- Search by contract end date or end of support date range
- Export to Excel (20 columns of data per item)
- External admin can submit change requests for contract lines
- Ability to load and search by customer part labels (device names/host IDs)
- Dashboard of notifications
- Personalized saved search capability

### HOW IS COMET UPDATED?

WWT is integrated with Cisco to get electronic feeds daily for new and updated contract information with bi-directional integration from WWT COMET tool to Cisco services data base.

### HOW DO I GET ACCESS?

Your WWT Cisco Service Representative can set you up with access. Your username will be your email address.

There are 2 roles for external users:

- Admin (able to submit change requests)
- View Only

To access COMET, use the following:

1. [www.wwt.com](http://www.wwt.com) >
2. Login >
3. Extranets >
4. COMET

The screenshot shows the COMET web application interface. At the top, there's a navigation bar with 'Dashboard' and 'Jobs' tabs, and a search bar with 'Advanced Search' and 'Reset' buttons. The main content area is divided into several sections:

- Contract Lines Expiring Soon:** A table with columns for Contract #, Service Level, WWT Customer, End Date, and Line Count. It lists 13 contracts with end dates in March 2013.
- Contract Listing:** A table with columns for Con. # and Serv. Level. It lists 13 contracts with various service levels like BMS, C2P, and C4F.
- Top 5 Service Levels:** A pie chart showing the distribution of service levels: SNTP (largest), SPRTF, ESW, LSSN, and SNT.
- Saved Searches:** A section indicating 'There are currently no Saved Searches to display.'
- User Preferences:** A section with a 'Favorites' button.
- Recent Change Requests:** A table with columns for Change ID, WWT Customer, Date, Type, and Status. It lists 3 change requests.

