



StrataVAR Partner Services Workspace

Helping Cisco Partners Increase their Services Business Profits

StrataVAR Partner Services Workspace (PsW) is a cloud based SaaS solution that addresses key workflow challenges facing all Cisco channel partners who utilize Cisco Services Contract Center (CSCC).

Cisco partners rely on the CSCC portal to access their mission critical services contract data, create renewal quotes, and manage the complicated never ending trail of contract co-terminations that result from network adds, changes and deletes. The lack of integrated data creates operational bottlenecks and negatively impacts the information accessibility needs of the reseller and its customers. In some cases, the partner's service contract data is controlled by one or two specialized employees who have developed the skills necessary to access and manage the data.

PsW seamlessly integrates the reseller's data from CSCC into their own sales operational tools and systems, such as CRM platforms. PsW's data import automation function eliminates the need for manual copy/paste operations that require exporting CSCC data into Excel and .csv files. More importantly, PsW places the data securely into a database environment that is able to serve the entire sales organization's need for timely and relevant information based on advanced business analytics.

Benefits of Integrated Services Data

Information Available to Those Who Need It, When They Need It

The primary function of a Services team is to deliver customer value at defined and measureable levels. Customers not only expect, but demand, that the service provider has taken every possible measure to back their commitment with the tools and resources required to achieve satisfaction. In many cases, "best effort" is not an option. If the CSCC portal is down or your specialized employees are not available, you may find yourself unable to deliver on service level agreements. Customers may demand that you have implemented strict policies and processes to ensure their mission critical data is backed up and available around the clock.

PsW automates the integration of CSCC data into your own systems, ensuring mission critical services contract data is available to those who need it, when they need it.

Beyond Services Data Integration

Data Enrichment

In addition to automated data integration, PsW allows you to easily add your own VAR specific information to further enrich the data and obtain a complete view of the customer, deal, and contract.

Process Improvement

Once data is integrated into your systems, it becomes part of your sales business process, enabling the automation of related functions such as quoting, support, and installed base lifecycle management.

Improved Analytics and Reporting

PsW Enables Business Intelligence

From your Help Desk to Managed Services, Field Sales and Engineering, every department in your organization can benefit from access to accurate integrated data. Improved business analytics and reporting, for example identifying end of service products, creates sales opportunities across your entire customer base.

Delighting Customers

PsW supports the cost effective deployment of customer portals, allowing you to securely share relevant customer services data. This results in both greater customer satisfaction as well as a significant reduction in the need for your internal resources to run reports from CSCC or respond to ongoing customer inquiries.

Learn More about StrataVAR Solutions

www.stratavar.com

sales@stratavar.com