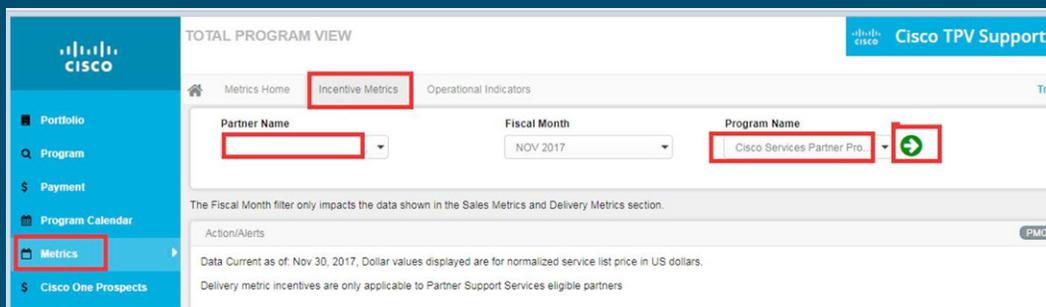


5 Best Practices to Impact Your Cisco Service Revenue, Metrics, and Rebate Performance

1. Regularly Check Your Services Scorecard



Example of a Scorecard:

Sales Metrics					
Metric Name		Covered	Opportunity	%	Projected Rebate
Consolidated Attach Rate (LLW Adj)		158,068	166,486	94.9%	3.98%
Direct Attach Rate (LLW Adj)		0	0	0.0%	0.00%
Indirect Attach Rate (LLW Adj)		158,068	166,486	94.9%	
Renewal Rate	Q1	1,143,716	1,224,537	93.4%	
	Q2	1,112,766	1,178,576	94.4%	5.84%
	Q3	1,433,059	1,608,312	89.1%	
	Q4	436,159	512,212	85.2%	
	TOTAL	4,125,700	4,523,637	91.2%	
Projected Sales Rebate %	Q2				9.82%

How to find your Services Scorecard

- Visit the Total Program View site at www.cisco.com/go/tpv
- Click “Metrics” in the left hand column
- Select the “Incentive Metrics” tab
- Select “Cisco Services Partner Program” in the Program Name field
- Click the arrow button to view your Scorecard

Your Scorecard will provide the detail behind your **Attach Rate** and **Renewal Rate** opportunities (see Scorecard example).

To earn the respective service rebates, you’ll need to achieve a **Consolidated Attach Rate (LLW Adj)** of 80% or higher and a **Renewal Rate** of 75% or higher.

2. Pull your Attach Rate and Renewal Rate Service Opportunity Reports

Renewals:

How can I view my contract renewals?

For step-by-step instructions on how to pull a renewals report from the TPV website and to see a sample report go to [How to request service reports from TPV](#)

Note: To sort on columns in the report select row 14, click on the “Sort & Filter” option in the toolbar and select “Filter”.

New “Attach” business:
How can I view my Attach Rate opportunities?

When you sell new Cisco gear you can see what has and hasn't been placed on a service contract yet by pulling an Attach Rate report from the [TPV website](#).

For step-by-step instructions on how to pull an attach report from the TPV Website and to see a sample report go to [How to request service reports from TPV](#).

Note: To sort on columns in the report select row 14, click on the “Sort & Filter” option in the toolbar and select “Filter”.

2. Pull your Attach Rate and Renewal Rate Service Opportunity Reports



For example, if an item has a service end date of November 15, 2018 make sure the renewal start date is November 16, 2018.

Open a case to backdate if necessary.

4. Sell Multi-Year Contracts

The best way for your customer to ensure predictable contract costs is to purchase multiyear contracts.

Not only do they lock in today's price but there is an additional multiyear discount applied which provides a lower per year cost

over buying one year at a time. And Cisco Capital can create a flexible payment plan and the ability to add to the lease as needs change.



Use this [Multiyear Calculator](#) to show your customers the cost advantage of 3, 4, and 5 year contracts.



[Cisco Multiyear YouTube video \(4min\):](#)

5. Get a head start on next quarter's renewals!

Use your All Quarters Renewal report (from step 2 above) and filter column "DD" on "ie Q3 (or Next Quarter)". Target sending out quotes, based on the size of the customer, 60-90 days before due dates.

