

Cisco OnPlus Service

MANAGE SMALL BUSINESS NETWORKS—SIMPLY AND AFFORDABLY



Cisco OnPlus™ Service is a cloud-based platform for reseller partners serving small businesses, designed to support the network assessment and managed network services you offer to your customers—simply and affordably.

The Managed Network Service Opportunity

Reseller partners who sell services know that a services-based business model produces more predictable revenue and higher margins than a business based solely on hardware. However, the tools available to help monitor and manage a small business network have been complex and expensive or, if they are affordable, incomplete.

Cisco OnPlus Service is not a remote monitoring and management (RMM) tool, nor is it a professional services automation (PSA) tool. It focuses on the network and complements, rather than replaces, existing tools that managed services providers (MSP) use. OnPlus Service has been designed to help you monitor and maintain the health and well-being of your small business customers' networks.

Cisco OnPlus Service—Overview

Cisco OnPlus Service uses a small appliance at the customer site, the Cisco OnPlus 100 Network Agent, which plugs into a switch port on the network. Through the use of multiple discovery protocols, the OnPlus Agent discovers most devices on the network with an IP address and transmits this information to a secure data center.

The partner logs in to the Cisco OnPlus Portal from virtually anywhere, using a PC or mobile device, to access this information, view customers' network topology, and monitor, manage, and maintain their networks. Although the ability to view and manage third-party devices may vary, the OnPlus Service offers a consistent, complete experience for supported Cisco® devices.

Cisco OnPlus Service will help you increase profitability through recurring services revenue and incremental hardware sales opportunities. At the same time, it will help you build on your role as a trusted adviser to your small business customers.

Key Features

Cisco OnPlus Service offers:

Simplified deployment: Cisco OnPlus Service uses a small network agent, less than 6 inches square, installed at the customer premises. It supports Power over Ethernet or an external power adapter, and can be activated in minutes.

Network device discovery: OnPlus Service uses multiple discovery protocols to discover most devices on the network with an IP address. The best results are obtained with supported Cisco devices. The ability to discover and manage nonsupported devices may vary.

Network inventory and topology views: Cisco OnPlus Portal displays a logical topology diagram of all discovered devices in the network. Partners can access detailed device information for supported devices and manually add, modify, or remove devices in the topology.

Mobile access: You can access the Cisco OnPlus Portal anywhere using a PC, smart phone, or tablet to respond to alerts, update configurations, and proactively track network status while on the road or at another customer site.

Rich features for supported Cisco devices: OnPlus Service offers a consistent, superior monitoring and management experience for supported Cisco devices, including configuration backup and restore, firmware updates, and support status. Cisco will add features to OnPlus Service and support for additional devices on a regular basis.

Detailed reporting: Reports essential to fulfilling managed network services agreements can be created using a set of available templates for specific customers or sites. These reports can be presented to the customer using a tablet or sent via email.

Robust enablement tools: Cisco OnPlus Service is supported by tools and resources that will help you take advantage of the managed network services opportunity. The OnPlus Service ROI Tool provides partner profiling and profitability modeling. OnPlus Service Practice Development features best practices and other resources to help partners tap new potential revenue.

With capabilities that enable partners to conduct network inventories, perform remote monitoring, respond to critical network alerts, manage devices, and generate detailed reports for the customer, Cisco OnPlus Service equips you to effectively and efficiently deliver managed network services to small businesses.

Benefits for Partners

Cisco OnPlus offers several benefits to partners:

- Supports the delivery of managed network services to small businesses—simply and affordably
- Provides a window into the small business network
- Helps increase revenue and profitability—for both hardware and services—while the partner becomes a trusted adviser
- Complements, and will integrate with, PSA and RMM tools that managed service providers use
- Enhanced features in future releases will help the partner develop and support specialty managed services practices, such as security, voice, and wireless, as well as cloud-based services, for new revenue opportunities.

Cisco OnPlus Service

MANAGE SMALL BUSINESS NETWORKS—SIMPLY AND AFFORDABLY



Cisco OnPlus Service:

- Simple, affordable, cloud-based application
- Easy-to-deploy OnPlus Agent
- Intuitive interface accessible from PCs and mobile devices
- Dashboard showing status of installed customer network
- Assessment and inventory of networked devices
- Monitoring, alerting, and reporting
- Configuration backup and restore for Cisco devices
- Firmware management for Cisco devices
- Service contract and warranty information for Cisco devices

A single, affordable part number covers the Cisco OnPlus 100 Network Agent and a 3-year subscription to the Cisco OnPlus Service.

For More Information

For more information about Cisco OnPlus Service, visit www.cisco.com/go/onplus.

Product Specifications

Table 1 provides network device support details for the Cisco OnPlus Service; Table 2 provides ordering information.

TABLE 1 – Network Device Support

	Basic Capabilities (all networked devices)	Extended Capabilities (supported Cisco devices)
Discovery	Discovery using Bonjour, Universal Plug and Play (UPnP), Cisco Discovery Protocol, Address Resolution Protocol (ARP), DHCP detection, Internet Control Message Protocol (ICMP), NetBIOS, Server Message Block/Common Internet File System (SMB/CIFS), Service Location Protocol (SLP), Windows Management Interface (WMI)	Discovery plus complete inventory (serial number, firmware version); displays Cisco device icon
Remote access	Launch device manager	Launch device manager
Monitoring	Device status, IP change	Device status including performance, access requests, configuration, firmware
Firmware	–	Firmware updates
Configuration	–	Backup and restore
Support status	–	Warranty, service contract

TABLE 2 – Ordering Information

Description	SKU
Cisco OnPlus 100 Network Agent and 3-year subscription to Cisco OnPlus Service	ON100-K9 (US and Canada only)