Cisco Services Q&A for Cariden Customers

Contents

Introduction

This document provides answers to some of the most common questions regarding service offer integration, support and delivery, and service agreement migration for legacy Cariden products and services.

Service Offer Integration

Q. What is orderability?

A. Orderability is a milestone in the product phase when service product IDs, also known as SKUs, can be quoted, ordered, and invoiced using Cisco® processes and tools, along with hardware and software products. Orderability for Cisco Quantum WAN Orchestration Suite with perpetual software licenses is scheduled for August 30, 2013. Orderability for Cisco Quantum WAN Orchestration Suite with subscription software licenses is scheduled for September 30, 2013.

Q. What are the former Cariden services being mapped to within Cisco?

A. Tables 1 and 2 show the mapping for technical services and advanced services.

Table 1.   Technical Services

Cariden Services Name	Cisco Services Name

Cariden Basic Support	• Cisco Software Application Support plus Upgrades (SASU)
	  ○ for Quantum WAN Orchestration Suite **perpetual** software licenses
	  ○ mandatory attach for 1 year
	- OR -
	• Software subscription support
	  ○ for Quantum WAN Orchestration Suite **subscription** software licenses

Cariden Premium Support	

Table 2.   Advanced Services

Cariden Services Name	Cisco Services Name
Cariden Professional Services	• Cisco Plan and Build Service for Quantum WAN Orchestration Suite ○ required with the purchase of a Cisco Quantum WAN Orchestration Suite product • Cisco OSS Optimization Support Service

Cisco Software Application Support Plus Upgrades Service

Q. What is Cisco Software Application Support Plus Upgrades (SASU)?

A. As part of the Cisco Technical Support Services portfolio, the Cisco SASU program provides all of the same features as Software Application Support (SAS), which provides maintenance and minor updates, access to online resources and Cisco Technical Assistance Center (TAC) support services, plus SASU provides major software application upgrades. Upgrades provide a richer feature set and improved performance and efficiency.

Q. Why does the purchase of Cisco Quantum WAN Orchestration Suite have a mandatory attach of Cisco SASU?

A. In order to make sure that our customers get the necessary support and entitlement, there is a mandatory attach of Cisco SASU to the purchase of the product for the first year.

Q. How do the Basic and Premium levels of support previously available from Cariden map to Cisco SASU?

A. Customers will enjoy that same standard level of support that they previously received from Cariden, with increased service response levels as dictated by Cisco's award-winning technical support programs and teams. With a Cisco SASU contract, a customer can:

- Boost the availability and performance of core applications
- Improve their competitive advantage by implementing new applications and major software application upgrades
- Maintain the performance and efficient operation of critical business applications
- Lower total cost of ownership through instant access to new software application updates and upgrades
- Provide support to their staff with Cisco expertise and the automated troubleshooting tool

Q. What is included with Software Application Support Plus Upgrades?

A. Software Application Support Plus Upgrades include:

- Software updates, including maintenance, and minor and major releases
- Access to the Cisco TAC 24 hours a day, 7 days a week
- Online repository of application software updates and technical documents
- Collaborative learning through several online activities and collaborative environments
- Registered access to Cisco.com, for easy access to online technical information and service request management

For more information about SASU, download the datasheet and service description.

Q. How are users notified of new software releases under the SASU contract?

A. New releases are announced in product bulletins that are available via the Cisco Notification Service. This service allows you to create customized, flexible notification alerts, which can be sent to you by email or RSS feed, on critical product support subjects: Security Advisories, Field Notices, End of Sale/Support statements, Software Updates, and Known Bugs.

Q. How does a customer obtain software updates using SASU support?

A. Cisco software updates are available for download from the Cisco.com Software Center for registered customers linked to a SASU contract.

Q. How can I purchase and renew SASU service?

A. You can purchase or renew your SASU services directly from Cisco through your Cisco account representative.

Q. Has previously purchased Cariden support been transitioned to Cisco, and how should my Cariden customers access support?

A. This support coverage will be migrated to Cisco SASU service agreements at the end of August 2013. At that time, new service agreements will be created and welcome letters will be sent to support contacts at both your and your customers' organization. This information will include the new service agreement number and information on how to access support and process renewals going forward. You may also find additional information on the Service and Support for Cariden acquisition website.

Software Subscription Support

Q. What is the software subscription support that is included with the Cisco Quantum WAN Orchestration Suite subscription software licenses?

A. The software subscription support will provide bug fixes, maintenance, and minor and major software feature updates for the Cisco Quantum WAN Orchestration Suite subscription software during the term of the subscription. It will also include platform software support and updates during the term of the software subscription license. The support includes:

- Instant access to software updates, including maintenance and minor and major updates, to keep applications and platform software current

- Access to the Cisco TAC 24 hours a day, 7 days a week

- Online repository of application tools and technical documents

- Collaborative learning through several online activities and environments

- Registered access to Cisco.com, for easy access to online technical information and service request management

Q. Are all software updates included with the Cisco Quantum WAN Orchestration Suite subscription software license?

A. Yes. The software support entitles customers to software updates and major upgrades to keep applications performing optimally with the most current feature set.

Q. How do partners or customers check their entitlement for their software subscription support?

A. Partners and customers can log onto Cisco Services Contract Center (CSCC) to check their software subscription support entitlement. They can search on the serial number (using a host ID search) or on the product activation key (PAK) ID (using a license and subscription data search) to find their software subscription service contract.

Q. What is the contract start date for software subscription support for Cisco Quantum WAN Orchestration Suite subscription software licenses?

A. The contract start date for Cisco Quantum WAN Orchestration Suite subscription software licenses is the ship date plus the offset period. The offset period for Cisco Quantum WAN Orchestration Suite subscription software licenses is 30 days. **This means that software subscription support for Cisco Quantum WAN Orchestration Suite subscription software licenses will begin 30 days after the product ships.**

Cisco Plan and Build Service for Quantum WAN Orchestration Suite

Q. What is Cisco Plan and Build Service for Quantum WAN Orchestration Suite?

A. Cisco Plan and Build Service for Quantum WAN Orchestration Suite helps customers successfully plan and build Quantum WAN Orchestration Suite into customer workflows and existing processes. These services include strategy and analysis, design, validation and deployment for the Cisco Quantum WAN Orchestration Suite. To help mitigate project risks and Total Cost of Ownership (TCO), these services help successfully deploy this software suite using a proven project management and implementation methodology, and integrating it into existing work flows and processes.

Q. What legacy Cariden service is this service replacing?

A. The Cisco Plan and Build Service for Quantum WAN Orchestration Suite is replacing services performed by Cariden's Professional Services team.

Q. Why is Cisco Plan and Build Service for Quantum WAN Orchestration Suite required with the purchase of a Cisco Quantum WAN Orchestration Suite product?

A. Because the Quantum WAN Orchestration Suite is so complex to implement, Cisco Advanced Services expertise is required to make sure of a successful software deployment and to maximize the return on investment of the solution.

Q. How can I purchase Cisco Plan and Build Service for Quantum WAN Orchestration Suite?

A. 1-Tier partners and direct Cisco customers can purchase Cisco Plan and Build Service for Quantum WAN Orchestration Suite directly from Cisco. This is an statement of work (SoW)-based service, so consult your Cisco channel services account manager.

Cisco OSS Optimization Support Service

Q. What is Cisco OSS Optimization Support Service?

A. Cisco OSS Optimization Support Service enables continuous optimization of Cisco Quantum WAN Orchestration Suite after deployment. For more information about the OSS Optimization Support service, download the service description.

Q. What legacy Cariden service is this service replacing?

A. The Cisco OSS Optimization Support Service is replacing services performed by Cariden's Professional Services team.

Q. How can I purchase Cisco Optimization Service?

A. 1-Tier partners and direct Cisco customers can purchase Cisco Optimization Service directly from Cisco.

Cisco Network Modeling Service

Q. What is Cisco Network Modeling Service?

A. Cisco Network Modeling Service is a managed subscription service for Capacity Planning and Optimization in IP/MPLS networks. It enables customers to understand and predict network behavior during failed or changed conditions. This service is designed to complement Cisco Network Optimization Service (NOS) and service capabilities that enable preemptive outcomes. Network Modeling Service is delivered remotely via VPN connectivity, using the Cisco Quantum WAN Orchestration solution that is owned and managed by Cisco.

Q. What legacy Cariden service is this service replacing?

A. The Cisco Network Modeling Service is not replacing a legacy Cariden service because it is newly developed by Cisco and did not exist in the Cariden services portfolio.

Q. How is the service delivered?

A. The Cisco Advanced Services practice will manage and deliver these services remotely

Q. How can I purchase Cisco Network Modeling Service?

A. 1-Tier partners and direct Cisco customers can purchase Cisco Network Modeling Service directly from Cisco. A scoping questionnaire is required for all engagements. Consult your Cisco channel services account manager for more information.

Cisco Technical Assistance Center Support

Q. What is the Cisco Technical Assistance Center?

A. The Cisco Technical Assistance Center (TAC) provides technical support for all Cisco products, including Cisco Quantum WAN Orchestration Suite products.

Q. What technical support does the Cisco TAC offer?

A. The Cisco TAC provides service contract holders with:

- **Expert assistance:** To complement your in-house resources, the Cisco TAC employs a highly skilled staff who offer you years of security and networking experience, including many customer support engineers with networking and Cisco CCIE® certifications, as well as research and development engineers. Cisco engineers hold more than 800 U.S.-issued patents, are often asked to speak at technical conferences, and have authored numerous industry white papers and books.

- **Fast problem resolution:** The Cisco TAC provides a constant measurement of customer satisfaction and time-to-resolution tracking.

- **High level of knowledge:** The Cisco TAC offers depth and breadth of expertise with Cisco devices and operating system software, as well as a broad range of networking environments (such as voice, video, and data communications) and technologies (such as access dial, Cisco IP telephony, LAN switching, optical networking, security, content delivery networks [CDNs], storage area networks [SANs], IP routing, and wireless). Cisco TAC engineers have a minimum of five years of industry experience, and Cisco provides continuous training to help ensure that our technical staff stay current with the latest technologies.

- **Support 24 hours a day, 365 days a year in multiple languages:** By email or telephone, the Cisco TAC is there when you need it. In addition, to support the TAC, Cisco uses a powerful virtual lab, equipped with all Cisco devices and Cisco software versions, as an invaluable engineering resource and knowledge base for training, product information, and testing of network problems.

Q. How does a customer open a case with Cisco TAC?

A. Customers and partners with an active service contract can open a case through Cisco.com. Customers or partners must have their Cisco service contract number, a Cisco.com user ID, and software product family when opening a case using the web.

Customers with severity (priority) 1 or 2 cases must call the TAC at 800 553-2447 or 408 526-7209 in the United States. For more information on opening a technical support case, and for regional TAC telephone numbers, refer to Cisco Worldwide Contacts.

Customers can also open technical support cases by sending an email to tac@cisco.com.

Q. What do customers and partners need to open a TAC request?

A. To open a TAC request, you must do the following:

- Register for a Cisco.com user ID.
- Associate your contract number to your Cisco.com user ID

Q. How do I get a Cisco.com user ID?

A. Register for a Cisco.com user ID and create a Cisco.com profile. Your Cisco user ID will give you access to the tools that will help you view, renew, and manage contracts, and open a support case.

Q. How do I associate my new Cisco Service Agreement Contract Number to my Cisco.com user ID?

A. Cariden customers will need to add their Cisco Service Agreement Contract Number to their user ID in the [Cisco.com Profile Manager](). From there, select the "Access Restricted Content" tab and enter your Service contract number(s) as provided in the Welcome to Cisco Services letter or contact your Cisco authorized partner for your contract number. If you have multiple service contract numbers, please separate them by commas.

Q. How does the Cisco TAC prioritize support service requests?

A. Cisco processes allow for customers to designate the severity of every service request reported. Priorities are based on the assigned severity levels.

Q. What support is provided through Cisco.com?

A. Cisco.com includes interactive consulting tools, a database, and knowledge transfer resources. It also includes product documentation.

Online troubleshooting tools and support resources include:

- TAC Case Collection: Identifies and troubleshoots common problems
- My Tech Support: Offers a personalized web page with customized links
- Peer-to-peer online forums: Enable sharing with others in your industry
- Technical Support Newsletter: Keeps you up to date and informed

These and other help tools and resources are available on the Technical Support and Document website at www.cisco.com/techsupport.

Q. What are the problem severity levels and associated responses?

A. To help ensure that all service requests are reported in a standard format, Cisco has established the service request severity definitions indicated below. These severity levels might not be applicable across all market segments and technologies. Severity levels and escalation guidelines might also vary based on the existing applicable agreement.

- **Severity 1 (S1):** Network is "down," or there is a critical impact to business operations. Customer and Cisco will commit all necessary resources around the clock to resolve the situation.
- **Severity 2 (S2):** Operation of an existing network is severely degraded, or significant aspects of business operation are negatively affected by inadequate performance of Cisco products. Customer and Cisco will commit full-time resources during normal business hours to resolve the situation.
- **Severity 3 (S3):** Operational performance of the network is impaired, although most business operations remain functional. Customer and Cisco are willing to commit resources during normal business hours to restore service to satisfactory levels.
- **Severity 4 (S4):** Customer requires information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on business operations.
- **For S1 or S2 service requests:** If the customer's production network is down or severely degraded, the customer must contact the Cisco TAC by telephone. Cisco TAC engineers are assigned immediately to S1 and S2 service requests to help keep the customer's business operations running smoothly.

Q. What is the escalation process?

A. If a customer does not feel that there is adequate forward progress or feels that the quality of Cisco service is not satisfactory, Cisco encourages the customer to escalate the problem ownership to the appropriate level of Cisco management by asking for the TAC duty manager.

Note: Severity 1 and 2 escalation times are measured in calendar hours, 24 hours per day, 7 days per week. Severity 3 and 4 escalation times correspond with standard business hours.

For more information, download the Severity and Escalation Guide.

Warranty

Q. What is the Cisco warranty?

A. Warranties are short-term commitments for Cisco to replace defects in Cisco products. They are limited in duration and the support they offer. Also, warranties do not include Cisco TAC support, software updates, or any of the additional benefits obtained under a support service contract. It is the responsibility of Cisco to replace the Cisco product during the warranty duration.

Elements covered under a Cisco warranty are:

- **Hardware:** This guarantees that the piece of hardware will be free of defects in material and workmanship under normal use, or it will be replaced by Cisco.

- **Software:** This guarantees that the physical media are free from defects, or they will be replaced by Cisco. Also, the warranty guarantees that the software generally conforms to the published specifications for the product. The warranty is explicitly "as is," and no new releases are included.

To find the warranty information that applies to a specific product or product family, visit the Cisco Warranty Finder at www.cisco-servicefinder.com/WarrantyFinder.aspx.

Q. What are the warranty terms for Cisco Quantum WAN Orchestration Suite (formerly Cariden) products?

A. Cariden products assumed the Cisco 90-day limited hardware and software warranty. Effective August 30, 2013, the Cariden warranty will be replaced with the standard Cisco 90-day warranty (with an additional 90-day grace period).

Q. How will warranty end dates be calculated for migrated records?

A. Original Cariden warranty end dates will be migrated from Cariden and will be honored at Cisco.

End of Life

Q. How is product "end of life" handled?

A. As a general rule, Cisco will provide six months' notice of the affected product's end-of-sale date and/or the last day on which the affected product can be ordered. This notice will appear on the Cisco.com site at www.cisco.com/en/US/products/prod_end_of_life.html. Customers are encouraged to visit this site regularly because it contains useful information regarding Cisco's end-of-life program. Sign up to receive notifications here: www.cisco.com/cgibin/Support/FieldNoticeTool/field-notice.

For an end of product life cycle overview and policy on product discontinuance, refer to www.cisco.com/en/US/products/products_end-of-life_policy.html.

Licensing

Q. How will I get assistance with software licensing issues for Cisco Quantum WAN Orchestration Suite products?

A. The Cisco Global Licensing Operations (GLO) team provides support for Quantum WAN Orchestration Suite software licensing issues. Support cases can be opened online. Once in Support Case Manager, in the Describe Problem category, choose "Network Management Services → Cariden (Mate, Live, Collector)" as the Product. Then choose "Licensing" for the Problem Area.

Q. What if customers want to upgrade the software on an installed Quantum WAN Orchestration Suite product?

A. Full-version software upgrades require an active service contract and a new software key. If the installed product is covered by an active service contract, that product is entitled to all available software versions for that product. New software keys and updated software versions will be available in the online Software Center at www.cisco.com/cisco/software/navigator.html. Minor version updates do not require a new software key, and can be downloaded at Cisco.com.

Q. Can a customer buy software subscription licenses and then activate the licenses in the future?

A. A customer can technically activate their software subscription license any time, but their software subscription license contract start date will still be the day after the ship date, so if, for example, they activate 90 days later they will only receive nine months of usage (for a one year license term).

Q. How many days are required for a software subscription contract to become effective after a license PID is shipped?

A. The software subscription **contract start date** is 30 days after the ship date.

The software subscription **license start date** is the day the license is activated.

The software subscription **license end date** is the end date of the software subscription contract.

The **renewal start date** is one day after the end date of the old contract.

Additional Information

Q. Describe the available user manuals and product documentation.

A. User manuals and other product documentation are available on Cisco.com at www.cisco.com/public/support/tac/documentation.html.

Q. Where can I go for more information?

A. For more information visit the following webpages:

Service and Support for Cariden Acquisition website: www.cisco.com/en/US/products/ps12953/serv_group_home.html

Cisco Service Provider Services: www.cisco.com/web/services/service-provider-it-services/index.html

TAC Support Case Manager: tools.cisco.com/ServiceRequestTool/scm/mgmt/case

Licensing requests: www.cisco.com/go/license