Cisco Services Q & A for CliQr Integration

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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 CliQr products.

Product and Service Offer Integration

Q. How will the legacy CliQr product and service offerings be integrated into the Cisco Cloud portfolio?

A. Tables 1 and 2 show how the CliQr products and services are being integrated into the Cisco Cloud Portfolio.

Table 1.   CliQr products to Cisco products

CliQr Product Name	Cisco Product Name
CliQr CloudCenter	Cisco CloudCenter

Table 2.   CliQr services to Cisco Services

CliQr Service Offer	Cisco Services
Support and Maintenance	Cisco Support Services for CloudCenter
n/a	Cisco Advisory and Implementation Services for Cisco CloudCenter

Q. What is included with the Cisco CloudCenter Solution?

A. The Cisco CloudCenter solution includes the software and software support service.

Cisco Technical Services

Cisco Support Services for CloudCenter

Q. What is Cisco Support Services for CloudCenter?

A. All Cisco CloudCenter software licenses include Cisco Support Services. The purchase of the Cisco CloudCenter solution includes either Cisco Basic Support, Cisco Premium Support or Cisco Solution Support. You can choose the service you need based on your support and response requirements. Because CloudCenter is the center of a diverse and complex ecosystem, Cisco recommends Cisco Solution Support as the best option. As part of the Cisco Technical Support Services portfolio, the Cisco Support Services for CloudCenter provides maintenance and minor updates, access to online resources and Cisco Technical Assistance Center (TAC) support services, plus major software application upgrades. Upgrades provide a richer feature set and improved performance and efficiency. Support Services for CloudCenter help maximize business outcomes, protects the customer's investment, and provide coverage from highly-skilled engineers.

Q. What is included with Basic Support for Cisco CloudCenter?

A. Basic Support for CloudCenter provides the following technical support capabilities:

- Cisco Technical Assistance Center (TAC) access 7 a.m. to 7 p.m., local time for the location of the issue to be addressed, Monday through Friday.

- Cisco will address cases opened **only** by electronic mail or Internet.

- Cisco will respond as follows:
  - o Severity 1: **Not included**
  - o Severity 2: **Not included**
  - o Severity 3: 8 Business Hours
  - o Severity 4: 12 Business Hours
- For cases received by Cisco outside of the 12-hour Local Time window, Cisco will respond no later than the next Business Day.
- Cisco.com knowledgebase
- Software maintenance, minor and major releases
- Software upgrades

Q. What is included with Premium Support for Cisco CloudCenter?

A. In addition to those activities under Basic Support, Premium support for Cisco CloudCenter offers the following value-add deliverables:

- Cisco Technical Assistance Center (TAC) access 24 hours per day, seven days a week.
- Cisco will address cases opened by phone, electronic mail or online.
- Cisco will respond within one (1) hour for all calls received during Standard Business Hours and for Severity 1 and 2 calls received outside Standard Business Hours. For Severity 3 and 4 calls received outside Standard Business Hours, Cisco will respond no later than the next Business Day.

Q. What is included with Solution Support for Cisco CloudCenter?

A. Cisco Solution Support for CloudCenter delivers solution-level expertise for centralized interoperability troubleshooting, issue isolation, and case management between Cisco and third party vendors in the CloudCenter solution ecosystem. In addition to the service deliverables included in Cisco Basic and Cisco Premium Support, Cisco Solution Support for CloudCenter offers the following value-add deliverables at the solution level:

- Interoperability troubleshooting, issue isolation, and case management with Cisco CloudCenter third party vendors.
- A single point of issue management with Cisco TAC as the primary single point of contact for the coordination and collaboration of the specific Cisco and third party vendor support teams addressing the interoperability issue; Cisco maintains ownership through to resolution providing updates on actions taken to resolve and close out the issue with the end customer.
- Deep Cisco experience across solution technologies often resulting in immediate issue resolution.
- One technical service combining Cisco software and solution-level support for comprehensive care.

Note: Cisco does not provide direct support for third party vendor products. Support for third party products and applications is provided through separate support contracts between the end customer and third party vendors.

Refer to Table 3 and the service description for more detailed information regarding Cisco Support Services for On Premises Application Software Subscription Term.

Table 3.   Basic, Premium and Solution Support for Cisco CloudCenter Comparison

Deliverables	Basic Support for Cisco CloudCenter	Premium Support for Cisco CloudCenter	Solution Support for Cisco CloudCenter
Hours of Operation	7am-7pm local time for the location of the issue to be addressed, Monday-Friday	24x7	24x7
Software Updates & Upgrades	Yes	Yes	Yes
Email & Web Support	Yes	Yes	Yes
Phone Support	**No**	Yes	Yes
Root Cause Analysis	Problem Analysis	Problem Analysis	Problem Analysis
Access to Forums & KB	Yes	Yes	Yes
Max. No. of Technical Contacts	No Limit	No Limit	No Limit
Max. No. of Cases/Month	Unlimited	Unlimited	Unlimited
Response Times			
Severity 1	**Not Included**	within 1 Hour, 24x7	within 1 Hour, 24x7
Severity 2	**Not Included**	within 1 Hour, 24x7	within 1 Hour, 24x7
Severity 3	8 Business Hours	within 1 Hour, 8x5. NBD, outside of business hours	within 1 Hour, 8x5. NBD, outside of business hours
Severity 4	12 Business Hours	within 1 Hour, 8x5. NBD, outside of business hours	within 1 Hour, 8x5. NBD, outside of business hours
Interop troubleshooting, issue isolation, and case management with Cisco CloudCenter 3rd party vendors.	No	No	Yes

Q. How are users notified of new software releases?

A. New releases are announced in product bulletins that are available through 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?

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

Q. How do partners and customers purchase Cisco Support Services for CloudCenter?

A. Support is included in the purchase of Cisco CloudCenter solutions.

Cisco Advanced Services

Cisco Advisory and Implementation Services for Cisco CloudCenter

Q. What are the Cisco Advisory and Implementation Services for Cisco CloudCenter?

A. Cisco Advisory and Implementation Services for the Cisco CloudCenter solution help customers rapidly design, deploy, and integrate Cisco CloudCenter capabilities into their environments. This service has four options: Quick Start, Advanced Deployment, System Integration, and Application Modeling. Quick Start provides a basic installation of the core components. Advanced Deployment provides an advanced installation of all capabilities within the customer's environment including but not limited to chargeback, high availability, and multitenancy. System Integration helps achieve end-to-end orchestration for multicloud management and integrates into northbound ITSM, southbound data center, private and public cloud platforms, DevOps, and other IT tools. Application Modeling helps customers model multitier application requirements and correspondingly benchmark and schedule applications to be deployed.

Q. How can customers purchase Cisco Advisory and Implementation Services for Cisco CloudCenter?

A. Services are available and orderable via the Advanced Services Transaction (AS-T) service type using a Statement of Work (SOW). Partners and customers will need to work with their Cisco Services sales contact to order these services.

Cisco Technical Assistance Center

Q. What is the Cisco Technical Assistance Center?

A. The Cisco Technical Assistance Center (TAC) provides technical support for all Cisco products, including Cisco CloudCenter.

Q. What service does the Cisco TAC offer?

A. The Cisco TAC provides service contract holders with:

- **Expert assistance:** The Cisco TAC employs a highly skilled staff who offer you years of security and networking experience, as well as research and development engineers.
- **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.
- **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.

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

A. For Customers and Partners with Basic Support for Cisco CloudCenter:

- Technical support is available from the Cisco Technical Assistance Center (TAC) from 7 a.m. to 7 p.m., local time for the location of the issue to be addressed, Monday through Friday. Cisco will address cases opened **only** by email or online.
- Once you have a Cisco.com user ID, you may initiate or check on the status of a service request online or by email.

For Customers and Partners with Premium or Solution Support for Cisco CloudCenter:

- Technical support is available from the Cisco TAC 24 hours per day, seven days a week. Cisco will address cases opened by phone, electronic mail or online.

- Once you have a Cisco.com user ID, you may initiate or check on the status of a service request online or by email or by contacting the TAC by phone:

    - U.S. - 1-800-553-2447 Toll Free

    - International support numbers

Q. What do customers 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 Account 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. CliQr customers will need to add their Cisco Service Agreement Contract Number to their user ID in the Cisco.com Account Profile. From there, select the "Add Access" button. Click the "Full Access" radio button and then click "Go." On the next screen enter your Service contract number(s). If you have multiple service contract numbers, please separate them by commas. For access issues or help with contract association, you may send an email to Cisco at web-help@cisco.com.

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.](#)

Service Agreement Migration

Q. When will CliQr service agreements be migrated to Cisco tools?

A. Cisco will migrate CliQr active service agreements to Cisco tools in September 2016.

Q. What service agreements will be migrated?

A. All active service agreements will be migrated.

Q. How will warranty end dates be calculated?

A. Original CliQr warranty end dates will be migrated from CliQr and will be honored at Cisco. New purchases will have warranty end dates calculated based on the Cisco Warranty period of 90 days.

Q. What happens to multiyear agreements?

A. Multiyear agreements and their respective end dates will be included in the migration.

Q. How will legacy CliQr service contracts map to Cisco service contracts?

A. All CliQr software contracts will be migrated to a Cisco Premium Support Service for CloudCenter.

Q. How will customers be informed of their new Cisco Service Agreement Contract?

A. Customers will receive a "Welcome to Cisco Services" email once their service agreement has been migrated from CliQr to Cisco.

Service Agreement Management

Q. Who will be handling my service agreements at Cisco?

A. Users will be primarily responsible for managing their own service agreements, with the assistance of Cisco account representatives, Sales Specialists, and the Operations Exchange as needed.

Q. Where do I manage my new service agreements?

A. Renewals and contract management will be performed in the Cisco Service Contract Center. Cisco 1-Tier Partners and Distributors have direct access to this tool. You may need to add new service agreements to your Cisco.com profile in order to access these in CSCC. To add a service agreement number go to your Cisco.com Profile Manager. From the "Access" tab, click the "Add Access" button, then select the "Full Access" radio button on the pop-up screen, and then click "Go" to add your service contract(s) to your Cisco.com user ID. If you have multiple service contract numbers, please separate them by commas.

Q. Where can I find more information about how to manage my service contracts?

A. To access additional training on managing service contracts, visit the Cisco Service Contract Center training webpage.

Q. How do I get support for contract management?

A. If you need assistance with your service contracts, you should use the Operations Exchange. The Operations Exchange provides self-serve training materials, frequently asked questions, and forums on services tools. You can also open a case with the Operations Exchange or directly through the CSCC tools. In addition, you can use your services sales contact as another source of support.

Channel Services Partner Program Strategy

Q. What is the Cisco Services Partner Program?

A. The Cisco Services Partner Program (CSPP) provides the common framework for partners' services business relationship with Cisco. It establishes globally consistent program elements such as offer eligibility, compensation and rewards, and associated terms and conditions as they access, sell, and deliver value-based services together with Cisco. The program is closely aligned to the Cisco Channel Partner Program to further extend the benefits you receive from your investments in Cisco certifications, specializations, and designations. Further information about the Services Partner Program is available online.

Cisco CloudCenter Quoting and Ordering

Q. What Cisco tools are used for Cisco CloudCenter quoting and ordering?

A. Cisco CloudCenter is available on Cisco Global Price Lists and quoted and ordered using Cisco tools and processes.

Q. How do partners and direct customers access support for services quoting and ordering?

A. Partners and direct customers should utilize the Operations Exchange for support on services quoting and ordering. The Operations Exchange provides self-serve training materials, frequently asked questions, and forums on services tools. Partners and direct customers can also open a case with the Operations Exchange, or directly through the Cisco Service Contract Center tools. In addition, partners and direct customers can utilize their Cisco account representative as another source of support.

Additional Information

Q. Where can I go for more information on Cisco CloudCenter?

A. For more information on Cisco CloudCenter visit the following webpage:
www.cisco.com/c/en/us/products/cloud-systems-management/cloudcenter/index.html

For more information on Service and Support for CliQr Acquisition visit the following webpage:
www.cisco.com/c/en/us/services/acquisitions/cliqr.html