Cisco Services Q&A for JouleX 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 JouleX products and services.

Service Offer Integration

Q. What is orderability?

A. Orderability is the date when service product IDs, also known as SKUs, can be quoted, ordered, and invoiced using Cisco® processes and tools. Orderability for Cisco EnergyWise™ Suite is scheduled for November 20, 2013.

Q. To what are the former JouleX products and services being mapped within Cisco?

A. Table 1 shows the mapping for JouleX products and services to Cisco.

Table 1.   Products

JouleX Name	Cisco Name
JouleX Energy Manager Solutions	Cisco EnergyWise Suite
JouleX Energy Manager	Cisco EnergyWise Management for Data Center Cisco EnergyWise Management for Distributed Office (both include software and software subscription support)

Q. What Cisco Plan, Build, and Manage Services are available for Cisco EnergyWise Suite?

A. Table 2 shows the Plan, Build, and Manage Services that are available for Cisco EnergyWise Suite.

Table 2.   Plan, Build, and Manage Services

Cisco Services Name
Cisco EnergyWise Discovery Service
Cisco EnergyWise Discovery Express Service
Cisco EnergyWise Fast-Start Service
Cisco EnergyWise Optimization Service

Cisco EnergyWise Suite

Q. What is Cisco EnergyWise Suite?

A. The Cisco EnergyWise Management Suite is a family of products and services that enable and support customers who want to reduce energy costs and optimize the energy consumption of their data center and distributed office environments by seeing, measuring, and managing the energy of all IP-connected systems. Using Cisco EnergyWise Management software along with Cisco EnergyWise Discovery and Cisco EnergyWise Optimization Services, customers gain unprecedented visibility into the energy consumption and utilization of every device and system connected to their network. Cisco EnergyWise Management also provides customers active power management capabilities to reduce overall energy costs.

Q. What is included with the Cisco EnergyWise Suite?

A. Cisco EnergyWise Suite solutions include software and software subscription support.

Q. What is Cisco EnergyWise Management for Data Center?

A. Cisco EnergyWise Management for Data Center provides continuous energy usage visibility, analytics, and policy-based energy management to help customers gain 100 percent visibility into their data center energy usage. This software solution performs network-based monitoring of all devices and systems regardless of vendor in the data center, including physical and virtual servers, routers, switches, power distribution units (PDUs), storage devices, and more.

Q. What is Cisco EnergyWise Management for Distributed Office?

A. Cisco EnergyWise Management for Distributed Office Provides continuous energy usage visibility, analytics, and policy-based energy management to help customers reduce their IT energy costs throughout their distributed office environments. This software solution performs network-based monitoring of all IPconnected devices and systems regardless of vendor in the distributed office, including PCs, Macs, IP phones, access points, printers, switches, routers, and more.

Software Subscription Support

Q. What is the software subscription support that is included with Cisco EnergyWise Management for Data Center and Cisco EnergyWise Management for Distributed Office?

A. The software subscription support will provide bug fixes, maintenance, and minor and major software feature updates for Cisco EnergyWise Management software. 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 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 updates included with Cisco EnergyWise Management?

A. Yes. The technical support entitles customers to updates and major upgrades to keep applications performing optimally with the most current feature set. Cisco performs necessary Cisco EnergyWise software platform maintenance on a monthly basis and major product releases on a quarterly basis (normally every 3–4 months) as necessary.

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

A. All customers with an active Cisco EnergyWise Management subscription are entitled to support. A customer or the customer's partner can verify the current Cisco EnergyWise subscription in Cisco Services Contract Center.

A. What is the contract start date for technical support for Cisco EnergyWise Management?

A. The support for Cisco EnergyWise Management starts one day after the ship date of the EnergyWise Management software subscription licenses.

Cisco EnergyWise Discovery Service

Q. What is Cisco EnergyWise Discovery Service?

A. Cisco EnergyWise Discovery Service allows customers to get detailed energy benchmarking and visibility of their IT assets. This 90-day service engagement includes remote installation of Cisco EnergyWise Management software, detailed data collection, measurement of the customer's energy baseline data, biweekly energy discovery reporting, and an executive summary of specific savings opportunities customers can get using Cisco EnergyWise Management software. This service is available as a regular service or as an express service.

Q. How is the service delivered?

A. Cisco EnergyWise Discovery Service is delivered as a combination of remotely and on site to the customer. Cisco EnergyWise Discovery Express Service is delivered remotely to the customer.

Q. How can I purchase Cisco EnergyWise Discovery Service?

A. Cisco EnergyWise Certified 1-Tier partners and direct Cisco customers can purchase Cisco EnergyWise Discovery Service directly from Cisco using AS fixed offerings available in Cisco Commerce Workspace.

Q. What are the discounting rules for Cisco EnergyWise Discovery Service?

A. Ten percent is the maximum discount to keep the deal as "standard." Nonstandard deals require an approval cycle and an SFDC entry by a Cisco account manager. This rule is global.

Q. Where are the SKUs for these fixed price services?

A. The SKUs for the new fixed price services are:
Cisco EnergyWise Discovery Service: ASF-ESG-G-EW-DISC
Cisco EnergyWise Discovery Express Service: ASF-ESG-G-EW-DISE

Cisco EnergyWise Fast-Start Program

Q. What is Cisco EnergyWise Fast-Start Program?

A. Cisco EnergyWise Fast-Start is a free, limited-function 90 day product-only license that assists in creating a proof of concept (POC) environment where the Cisco EnergyWise Management for Distrubuted Office Fast-Start limited license software and its associated features and functions can be demonstrated.

Q. How can a customer get access to the Cisco EnergyWise Fast-Start Program?

A. You can request a fast-start license online. For additional information contact: ask-energywise@cisco.com.

Cisco EnergyWise Optimization Service

Q. What is Cisco EnergyWise Optimization Service?

A. The Cisco EnergyWise Optimization Service helps you quickly improve energy management in your organization. The service baselines your current situation, recommends initial improvements, and helps move additional activity forward with regular progress meetings and quarterly business reviews.

Q. How is the service delivered?

A. The Cisco EnergyWise Optimization Service is delivered as a combination of remotely and on site to the customer

Q. How can I purchase Cisco EnergyWise Optimization Service?

A. Cisco EnergyWise Certified 1-Tier partners and direct Cisco customers can purchase Cisco EnergyWise Optimization Service as an AS Subscription offer from the Advanced Services Pricing Tool.

Cisco Technical Assistance Center Support

Q. What is the Cisco Technical Assistance Center?

A. The Cisco Technical Assistance Center (TAC) provides access to technical support for all Cisco products, including Cisco EnergyWise Management Suite.

Q. What 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 networking experience, including many customer support engineers with networking and Cisco CCIE® certifications, 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, as well as a broad range of networking environments and technologies. 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 support case with Cisco TAC?

A. Cisco EnergyWise customers and partners (integrators or providers) with an active service contract can open a case through Cisco.com. Cisco EnergyWise 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 about 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 Cisco 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. JouleX 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 account manager 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 support 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](#).

Licensing

Q. Once I have downloaded Cisco EnergyWise Management, how do I get the license key?

A. Cisco EnergyWise Management needs a license key from Cisco for it to be functional. The license will be emailed to the customer on purchase of EnergyWise Management software subscription license.

Q. What if partners or customers want to upgrade the software on an installed EnergyWise Suite product?

A. New software keys and updated software versions will be available in the online [Software Center](#). Minor and major version updates do not require a new software key or an active service contract and can be downloaded at Cisco.com at any time.

Q. What is the difference between contract start date, software subscription license start date, software subscription end date, and renewal start date?

A. The software subscription **contract start date** is one day 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.

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

A. For assistance with software licensing issues for Cisco EnergyWise Suite send an email to ask-energywise@cisco.com.

Service Contract Migration Mapping

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

A. All JouleX subscription software licenses will be migrated to a Cisco software subscription support service contract. All JouleX perpetual software licenses will be migrated to a Cisco Software Application Support Plus Upgrades (SASU) service 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 JouleX Acquisition website: www.cisco.com/en/US/products/ps13283/serv_group_home.html

Cisco JouleX Acquisition website: www.cisco.com/web/about/ac49/ac0/ac1/ac259/joulex.html

Cisco EnergyWise Suite: www.cisco.com/en/US/products/ps10195/index.html

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