Cisco Services Q & A for ParStream Integration

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 ParStream products.

Service Offer Integration

Q. How will the legacy ParStream product and service offerings be integrated into the Cisco Data and Analytics Software portfolio?

A. Tables 1 and 2 show how the ParStream products and services are being mapped to Cisco products and services.

Table 1.   Mapping of ParStream products to Cisco Products

ParStream Product Names	New Cisco Names
ParStream database	Cisco ParStream

Table 2.   Mapping of ParStream services to Cisco Services

ParStream Service Offer	Cisco Services
Support and Maintenance	Cisco Software Support Service (SWSS)

Cisco Technical Services

Software Support Service

Q. What is Cisco Software Support Service?

A. As part of the Cisco Technical Support Services portfolio, the Cisco Software Support Service (SWSS) program 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. SWSS for Cisco ParStream helps maximize business outcomes, protects the customer's investment, and provides round-the-clock coverage from highly-skilled engineers.

Q. What is included with Software Support Service?

A. Software Support Service offers foundational software application support, including:

- 24x365 access to the Technical Assistance Center (TAC)
- Cisco.com knowledgebase

- Software maintenance, minor and major releases
- Software upgrades
- A single point of contact for faster issue resolution

Q. Why does the purchase of Cisco ParStream have a required attach of SWSS?

A. Technical service is required to attach at the point of the product sale so that customers get the necessary support and entitlement and the best possible return on investment. When ordering Cisco ParStream software in the Cisco Commerce Workspace, the appropriate Cisco SWSS service SKUs are automatically added to the quote. SWSS can be renewed in Cisco Services Contract Center. Contracts can be purchased for one, three, or five year increments.

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

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 using SWSS?

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 can a customer purchase or renew Software Support Service?

A. Customers can purchase or renew Software Support Service through a Cisco account representative or through our global network of highly qualified Cisco partners. Customers can find a partner through the Cisco Partner Locator.

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 Network Service Orchestrator.

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. Customers 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 their 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 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 customers get a Cisco.com user ID?

A. Customers can [register](#) for a Cisco.com user ID and create a Cisco.com Account Profile. Their Cisco user ID will give them access to the tools that will help view, renew, and manage contracts, and open a support case.

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

A. ParStream 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 a Service contract number(s). If there are multiple service contract numbers, 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. What service agreements will be migrated?

A. All active service agreements will be migrated.

Q. How will warranty end dates be calculated?

A. Original ParStream warranty end dates will be migrated from ParStream 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 ParStream service contracts map to Cisco service contracts?

A. All ParStream software contracts will be migrated to a Cisco Software Support Service contract.

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 ParStream to Cisco.

Additional Information

Q. Where can I go for more information?

A. For more information visit the following webpage:

Service and Support for ParStream Acquisition: www.cisco.com/c/en/us/services/acquisitions/parstream.html

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