



Services for Cisco ONE Software

Supporting an Agile, Responsive Software Architecture

Welcome to today's IT world. Always changing, with ever increasing demands. And management expects specific business outcomes in shrinking timeframes. How can your infrastructure keep up? How can you and your team deliver on these expectations?

Cisco® ONE Software, prepackaged software products for the data center, WAN, and access portions of your network, can help meet your IT challenges (See Figure 1). And **Services for Cisco ONE Software** supports your investment by helping you develop an architecture to keep pace with change (Figure 2). Improve planning and solution design to accelerate results. Minimize deployment risk and optimize your IT initiatives with ongoing support from Cisco. We will help you make the people, processes, and data in your organization work better together.

Benefits for Your Organization

With Services for Cisco ONE Software, your organization gains:

- Investment protection with software license portability across hardware refresh cycles
- Flexibility of license migration from physical devices to virtual machines
- Faster access to new Cisco software features and products
- Accelerated deployment cycles with less risk

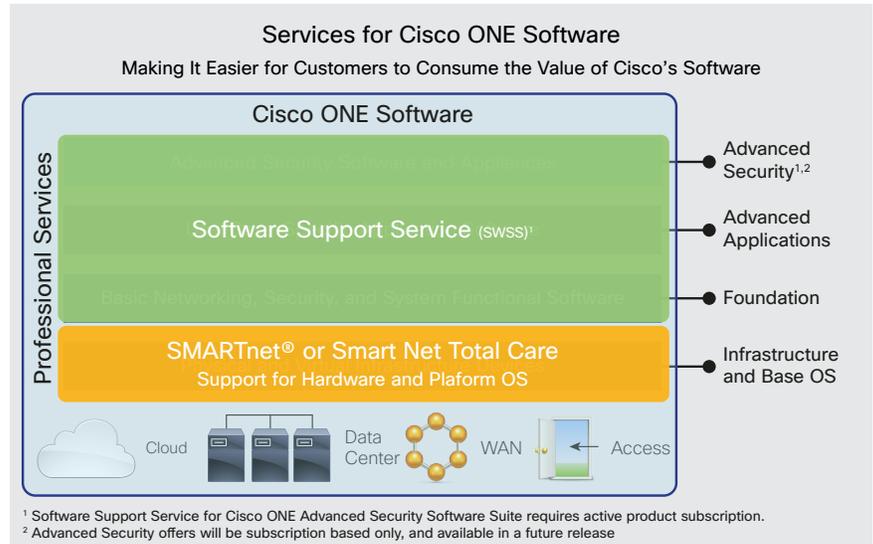
For a summary of the benefits and coverage offered by Cisco Services for Cisco ONE Software, see Table 1.

Figure 1. Cisco ONE Software

	Cisco ONE for Data Center		Cisco ONE for WAN	Cisco ONE for Access	
Advanced Security ¹	Threat Defense for Data Center ASA		Threat Defense for WAN ASA, Cloud	Identity Services for Access ISE	
Advanced Applications	Data Center Fabric	Enterprise Cloud Suite	WAN Collaboration	Campus Fabric	Advanced Mobility Services
Foundation	Foundation for Networking	Foundation for Compute	Foundation for WAN	Foundation for Switching	Foundation for Wireless
Infrastructure and Base OS	Networking Cisco Nexus® 3K, 5K, 6K, 7K, 9K	Compute X86, UCS	WAN ISR, ASR	Switching Cisco Catalyst® 2K, 3K, 4K, 6K	Wireless WLC, MSE, AP

¹ Advanced Security offers will be subscription based only, and available in a future release

Figure 2. Our services map as follows from bottom to top: for infrastructure and OS support at the device and network levels, SMARTnet® Service or Smart Net Total Care; for Cisco ONE Software, Software Support Services (SWSS); and for IT projects spanning hardware and software at the solution level, professional services.



Cisco Services: Dedicated to Your Success

Our services enable you to deliver software-based capabilities successfully - on time, within budget, and with maximum value. Cisco Services are fundamental to bringing your IT initiatives together - from strategy to support, even in a multi-vendor environment. From start to finish, we make sure your project will deliver business outcomes that align with your goals. Our experts can optimize your solution to deliver high uptime, performance, and flexibility. We also provide ongoing support for day-to-day operation and management.

Pairing software and hardware support together with project-based services provides the best benefits to reduce costs and keep your business on track. For Cisco ONE Software, Software Support Service (SWSS) is a prerequisite¹. Then to support your infrastructure hardware and OS software, we recommend you select either [Cisco SMARTnet Service](#)² or [Cisco Smart Net Total Care](#)². Both services are available globally 24/7 for the underlying hardware on which Cisco ONE Software Suites are deployed (Figure 3). And then for IT strategy and project-based services, take a look at our professional services portfolio.

¹ SWSS is required support for the first year of Cisco ONE Software (perpetual licenses) with option to renew. SWSS is included in active product subscriptions for Cisco ONE Security and future subscription offerings.

² Covers Cisco products only.

Figure 3. Services for Cisco ONE Software in Detail

	24 x 7 Cisco TAC Support	Registered Access to Cisco.com	License Portability	Access to Software Innovation	Suite Software Updates				
Software Support									
Software Support Service (SWSS)	✓	✓	✓	✓	✓				
Infrastructure and OS Support									
Smart Net Total Care (SNTC)	✓	✓	✓	✓	✓	✓	✓	✓	✓
SMARTnet	✓	✓	✓	✓	✓	✓	✓	✗	✗
Cisco Standard Warranty**	✗	✗	✗	✗	✗	✗	✗	✗	✗

* e.g., LAN Base ** Standard warranty HW/SW is 90 days. Some products have different warranties. Please see <http://www.cisco.com/go/warranty> for more information.

Cisco Software Support Service

Our Software Support Service (SWSS) provides the technical support expertise you need to successfully navigate the rich features and functionality of Cisco ONE Software. Additional benefits to your organization include license portability and access to continuous software innovation, including enhancement and additions to Cisco ONE Software (Figure 4). SWSS can be purchased or renewed in yearly increments and provides these key features:

- **Full-time telephone and remote technical and maintenance support services:** Available 24 hours a day, 365 days per year. The Cisco Technical Assistance Center (TAC) provides you access to expert Cisco engineers who are capable of addressing the most complex issues;
- **Software application maintenance:** Includes major release updates and minor upgrades to ensure your software operates smoothly and is always up to date;
- **Anytime access to online support tools:** Available only to registered users, our extensive Cisco.com site provides online access to troubleshooting tools to accelerate problem resolution. Available features include My Cisco Workspace, software research, bug search tool, and a support community.

Figure 4. Cisco Software Support Services

Key Features	
24/7 Technical Assistance Center (TAC) Access	Provides 24x7 telephone access to specialized engineers for SW
Online Technical Resources	Anytime access to Cisco.com online troubleshooting tools for SW
Application Software, Minor Updates and Major Upgrades	Access to software maintenance and minor release updates (includes patches and bug fixes); major release software upgrades at no additional charge
Embedded Licensed Software, Minor Updates and Major Upgrades	Access to software maintenance and minor release updates (includes patches and bug fixes); major release software upgrades at no additional charge
Application Software, New Software within Suite	Continuous innovation entitlement > access to new software added to purchased suite(s)
License Portability	Move licenses from one hardware platform generation to the next and also from physical to virtual machines

* Continuous innovation and license portability are features of Cisco ONE Software available to those customers with an active SWSS contract

Why Cisco?

People, process, data, and things – the Internet of Everything (IoE) connects them all. But only Cisco can deliver on the IoE promise. Our portfolio is designed for the IoE era. From next-generation networks to industry-leading mobility, cloud, and video solutions, we can provide what you need. Connect the unconnected and unleash the full value of the Internet of Everything. Cisco ONE Software paired with Cisco Services are an integral step in your journey to [transform IT to fast IT](#).

Why Cisco Services?

Realize the full business value of your investments with smart, personalized services from Cisco and our partners. Whether you want to seize new opportunities, meet business demands, improve operational efficiency, lower costs, mitigate risk, or accelerate growth, we can help. For more information about Cisco Services, visit www.cisco.com/go/services.

Cisco SMARTnet Service

To ensure coverage for your platform and OS software along with your hardware, we offer SMARTnet Service, an award-winning technical support service (Figure 5). The SMARTnet Service helps you resolve issues faster with direct, anytime access to Cisco experts and resources. It offers:

- Online self-help support
- Ongoing operating system updates
- Advance hardware replacement
- Direct access to the Cisco TAC for device and networking issues

Cisco Smart Net Total Care

Smart Net Total Care (SNTC) includes the award-winning SMARTnet technical support capabilities **plus** additional smart services to further reduce your operating expenses. Beyond what SMARTnet Service offers, SNTC delivers:

- **Installed base and contract management:** Regular collection and flexible reporting capabilities help you manage your installed base of Cisco devices and contracts. These features identify and track what's new, what's changed, what's covered, and what's not.
- **Alerts management:** Avoid network disruption by proactive identification and notification when Cisco publishes product lifecycle and security advisories affecting your devices.
- **Device diagnostics:** Proactive diagnosis coupled with rules-based problem resolution accelerates fault remediation.

Figure 5. Smart Net Total Care delivers smart services including installed base and contract management, alerts management, and proactive diagnostics.



Professional Services

Cisco Professional Services can be easily paired with Cisco ONE Software. These services have been designed to accelerate innovation in your IT environment. To plan and design new IT initiatives, take a look at our quick start services. And to gain maximum value from your IT environment, optimization services are also available for all data center and cloud, WAN, and access capabilities included with Cisco ONE Software.

Engaging services can help you cost-effectively support your business and system requirements, and accelerate time to innovation. By providing superior networking expertise and a proven roadmap, Cisco Services help you achieve your goals faster and with less risk. Our professional services cover all project lifecycle of plan, build and manage:

- **Plan:** Set expectations, define strategy, design roadmaps, and define plan to track results. By identifying use cases and requirements, we help you address architecture and security gaps as well as plan for technology innovations that you may not be aware of today.
- **Build:** Expert assistance to deploy your software-based network solution. Network experts provide oversight and support to avoid delays and rework. And migration services can be added as needed.
- **Manage:** Optimize and continuously fine-tune your infrastructure and applications to maximize performance and maintain operational excellence and efficiency.

To get started, take a look at our quick start services, such as Quick Start for Nexus 9K. And to gain maximum value from your IT environment, optimization services (such as Network Optimization Service) are also available for all DC, WAN, and access capabilities included with Cisco ONE Software.

Value of Cisco Services

To demonstrate the value of our services, Cisco publishes customer case studies and engages analysts to review actual customer scenarios. Among other analyst studies, Forrester has completed research studies on SMARTnet Service, Network Optimization Services (NOS), and most recently, Data Center Optimization Services (DCOS). Utilizing their unique Total Economic Impact™ methodology, Forrester Research found compelling return on investment (ROI) of between 119%-267% (depending on the service). Better yet, there is almost immediate payback period and high net present value approaching ~\$700K.

Sources: [The Total Economic Impact of Cisco SMARTnet Service](#), a commissioned study conducted by Forrester Consulting on behalf of Cisco, March 2012 (192% ROI); [The Total Economic Impact Of Cisco Networking Optimization Services](#), a commissioned study conducted by Forrester Consulting on behalf of Cisco, March 2013 (267% ROI); [The Total Economic Impact Of Cisco Data Center Optimization Services](#), a commissioned study conducted by Forrester Consulting on behalf of Cisco, December 2013 (119% ROI).

Table 1. Services for Cisco ONE Software

Summary of Services for Cisco ONE Software	Type of Service			
	Software Support Service (SWSS)	SMARTnet Service	Smart Net Total Care	Professional Services
Feature/Benefit	Software Support	Hardware Support	Hardware and Contract Support	Strategy and/or Project Based
• Platform and OS software (minor updates and major releases)		X	X	
• Application software (minor updates and major releases)	X			
• Software Innovation Protection	X			
• 24x7 access to the Cisco TAC	X	X	X	
• Access to online Technical Resources	X	X	X	
• Advance Hardware Replacement		X	X	
• Next Day Hardware Service (option)		X	X	
• Same Day Hardware Service (option)		X	X	
• Proactive Device Diagnostics		X	X	
• Installed base device and contract management			X	
• Alerts management			X	
• Organization/Project Strategy				X
• IT Project Planning				X
• IT Project Build				X
• IT Project Manage				X

Next Steps

To learn more about how Cisco Services for Cisco ONE Software can help your organization, visit www.cisco.com/go/one.

Cisco Services for Cisco ONE Software Suite provide a wide range of software and hardware support options to help you realize the full business benefits of your investments.