

Cisco Combined Services Frequently Asked Questions

Cisco Combined Services

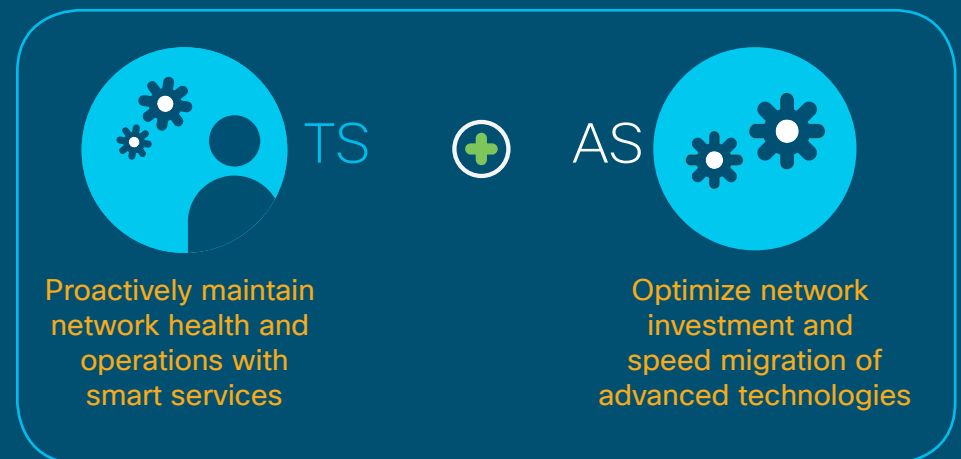
Q What is the Cisco Combined Services approach?

A Combined Services (Figure 1) drives a unified discussion with customers that includes a range of service solutions for their network. This solution-driven bundle of services provides a complete strategy for ordering Advanced Services Subscription and Technical Services with coterminous contracts, simplified ordering, and simplified contract management based on customer needs, business strategy, and service requirements.

Combined Services is a:

- Services purchasing model that addresses the overall support requirements of a customer (not just individual service offers or dialog)
- Simplified services sales and contract management experience through a consolidated Cisco® Services budget that also accommodates their network growth

Figure 1. Combined Services helps manage your Cisco network





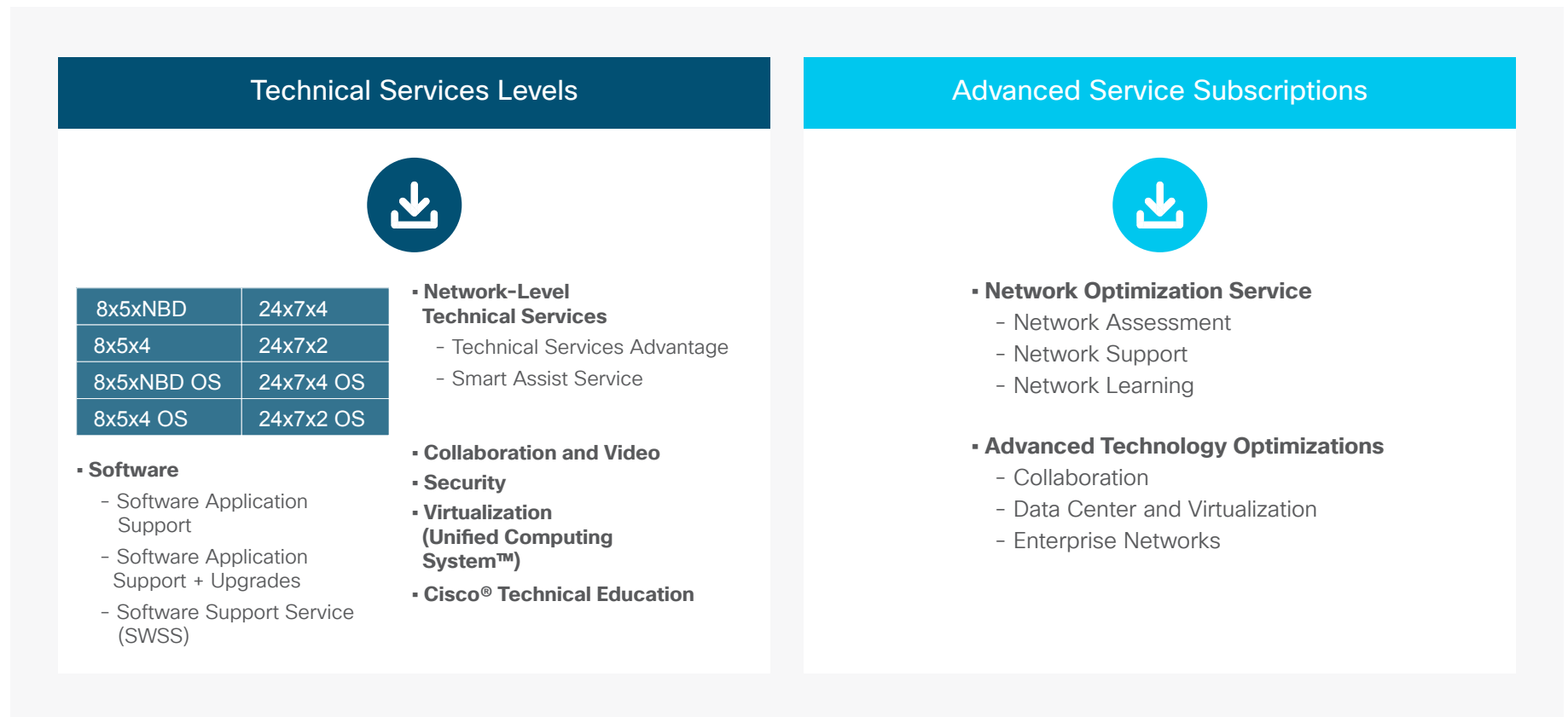
What services are available as part of Combined Services?

A

Combined Services allows Advanced Services Subscription and Technical Services to be purchased under a single service part number, which helps sales to offer customers an easier way to purchase the services they need.

Combined Services provides the standard four pillars available under Smart Net Total Care™ (SNTC), Software Support Service (SWSS), and Technical Services Advantage (TS Advantage) as well as Advanced Services, which includes Network Optimization Service and Advanced Technology optimization support for high-touch engagements. See Figure 2.

Figure 2. Technical Services and Advanced Services available under Combined Services



Q **What's new for Combined Services?**

New SKUs are now available for Collaboration and Video service program under a Combined Services contract:

A

- Added new SKUs for 8x5x4 and 8x5x4 Onsite service levels
- More choices available to order Combined Services
- Updates made to the Advanced Services Pricing Tool

Q **What is the value of Combined Services to my business?**

Combined Services addresses the network wide customer services requirements. The service allows you to purchase maintenance and high-value operate services in a single contract, simplifying the purchasing process. Custom scoping gives you the flexibility to purchase the services you require and provides predictable pricing that makes budgeting easier. And you only have to get finance approval once.

A

Consolidated purchasing process:

- Simpler, faster service purchasing process
- Reduced contract management and service administration overhead
- Easier to accommodate network growth

Technical Services and Advanced Services Subscription-S bundled together:

- More accurate budgeting
- Elimination of separate budget cycles when purchasing multiple support services
- Better alignment to OpEx model
- Stronger alignment of reactive and proactive services
- Flexible service combinations

Q **What additional services are available with Combined Services?**

A

Combined Services also includes the following AT services and allows you to purchase these services with Technical Services and Advanced Services Subscription on a single contract:

- Security
- Collaboration/Video
- Cisco Technical Education
- Smart Assist

Q **Can we support multiple invoicing to different country entities?**

A

We follow standard cross-country selling policies.

Q **Whom can I contact to understand whether Combined Services is the right services solution for my business?**

A

Engage your local Cisco Services account teams.

Q **Does the customer profile need to be activated with the Combined Services service program and service levels before quote creation can begin?**

A

Yes, you must have the Combined Services service program “NC (Advanced Services Subscription-Technical Services)” and the Combined Services service levels activated in your customer profile before quote creation can begin.

Q **Is a legal agreement required before a customer profile can be set up for Combined Services?**

A

No. Because Combined Services is a purchasing model and uses existing deliverables associated with standard Technical Services and Advanced Services subscription, the established service agreements will suffice for updating your customer profile and ordering Combined Services.

Q How can I submit and book a Combined Services deal to the Cisco approval process?

A For new and renewal orders, work with your Cisco representative.

Q I want to purchase services available through Combined Services. Since there are no mapped products SKUs, how do I know whether the services available as part of Combined Services meet my services requirements?

A Check the product against the available service levels. For example, if an SNTC service level such as SNT for NBD or SNTE for 8x5x4 is mapped to the product, then it is available through Combined Services.

Q What are my options for Point-of-Sale (POS) attach?

A If the initial engagement used the Combined Services 1.4, 1.6, 1.8, or 2.0 multipliers, Cisco sales or your partner can quote and order these multipliers for product add on Cisco Commerce Workspace or Cisco Services Contract Center. All multipliers are available in Cisco Services Contract Center.

Q What are my options for adding products to a Combined Services contract in Cisco Commerce Workspace if the original agreement did not use one of these multipliers?

A If the initial customer engagement was not under one of these multipliers, work with your Cisco sales representative.

Q I would like to see the line-item details for the Technical Services and Advanced Services subscription on my contract. Can I get this level of detail with Combined Services?

A Yes, you can get the line-item details for Combined Services.

Q Can I have Technical Services for three years and Advanced Services subscription-S for one year in a Combined Services contract?

A No. The Combined Services can only be used when Technical Services and Advanced Services Subscription have the same start and end dates for entitlement. Technical Services and Advanced Services subscription must be cotermed at the time of engagement.

Q I would like to purchase SNTC services on one network and Advanced Services subscription-S on a different network. Can I use Combined Services in this scenario?

A No. The Combined Services approach can only be used when the Technical Services and Advanced Services subscription cover the same products/network. However, the Advanced Services subscription does not have to cover the entire network.

Q How can I get more information?

A Contact your local Cisco representative.