



Protect Your Most Valuable Assets

Cisco® Application Centric Infrastructure (ACI) is a holistic architecture with centralized automation and policy-driven application profiles. Cisco ACI delivers software flexibility with the scalability of hardware performance. The Cisco ACI model uses a fabric-based approach that is designed to support emerging industry demands while maintaining a migration path for architectures already in place. This focus allows both traditional enterprise applications and internally developed applications to run side by side on a network infrastructure designed to support them in a dynamic and scalable way.

The Cisco ACI ecosystem is a critical asset and lifeline that connects your customers to goods and services. The effects of downtime on the Cisco ACI ecosystem can significantly decrease productivity, erode your customers' confidence, and result in lost revenue.

Centralized, Coordinated Support for Cisco ACI Environments

Cisco Solution Support for Application Centric Infrastructure (SSPT for ACI) responds by offering interoperability troubleshooting, issue isolation, and end-to-end case management across the Cisco ACI ecosystem, speeding resolution with fast, expert technical support from Cisco and Cisco ACI third party vendors.

Note that SSPT for ACI includes product support with Cisco SMARTnet® equivalent service deliverables exclusively for:

- Cisco ACI fabric devices (Cisco Nexus® 9000 Series leaf and spine switches)
- Cisco ACI software licenses
- Cisco ACI Application Policy Infrastructure Controller (APIC)

SSPT for ACI requires product support for all third party products in your Cisco ACI ecosystem.

Three SSPT for ACI offers are available to meet your specific situation to keep your Cisco ACI ecosystem secure and operating at peak performance (see Table 1).

Table 1. Cisco Solution Support for ACI Services

Offers	Customer Needs	Interoperability Troubleshooting, Issue Isolation, and Case Management	Product Support
Cisco Solution Support Plus for ACI (SSPT Plus for ACI)	For customers who: <ul style="list-style-type: none"> • Are virtualizing their entire infrastructure • Want to use the full functionality of the Cisco APIC control across their entire Cisco ACI ecosystem • Use Cisco APIC capabilities to manage devices and interface with all third-party Cisco ACI vendor products using north-bound and southbound APIs and Cisco OpFlex™ 	Yes	Yes
Cisco Solution Support for ACI (SSPT for ACI)	For customers who: <ul style="list-style-type: none"> • Are virtualizing their network and manage the Layer 4-7 services through the Cisco APIC 	Yes	Yes
Cisco Solution Support Express for ACI (SSPT Express for ACI)	For customers who: <ul style="list-style-type: none"> • Manage Cisco Nexus 9000 Series leafs and spines as Layer 2-3 fabric switches with limited functionality from the Cisco APIC • Will continue using traditional, legacy networking devices (e.g., load balancers, firewalls, security), which will not be recognized by the Cisco APIC for Cisco ACI 	No	Yes

Solution Support for ACI delivers:

- **Focused support:** A primary contact within Cisco to initiate issue resolution, eliminating self-diagnosis to determine which technology vendor to contact first
- **Issue coordination:** Cisco ACI ecosystem vendor coordination, eliminating your need to broker support conversations
- **Solution expertise:** Deep experience across Cisco ACI ecosystem technologies, often resulting in immediate issue resolution
- **Holistic approach:** Interoperability expertise and guidance for Cisco ACI ecosystem vendors, offering a holistic approach that fixes your problem without creating new ones
- **Resolution continuity:** End-to-end case management, making sure of continuity of service from first call to resolution
- **Migration continuity:** Ongoing support after migration to Cisco ACI from legacy infrastructures
- **Product support:** Award-winning Cisco SMARTnet equivalent deliverables packaged with the interoperability troubleshooting, issue isolation and case management for Cisco ACI fabric
- **Visibility:** Ability to submit and track your service requests with an online service request management tool to view your Cisco Technical Assistance Center (TAC) case history and resolution online
- **Updates and upgrades:** Inclusion of ongoing operating system updates and upgrades in your licensed feature set as part of ongoing OS support for both minor and major OS releases
- **Smart, proactive diagnostics:** Cisco Smart Call Home, an optional embedded feature that allows you to gain critical insight and immediate alerts on core network devices to help you quickly identify and resolve issues

Cisco Solution Support for ACI: More than a Warranty

Companies sometimes think of warranties as an adequate defense against product problems. SSPT for ACI goes far beyond this to provide interoperability troubleshooting, issue isolation, and case management of the Cisco Nexus 9000 Series Switches with Cisco ACI software licenses, Cisco APIC,

and interfaces with third-party products and applications. Additionally, SSPT for ACI provides product support with SMARTnet support deliverables, including advanced hardware equivalent options, OS software updates and upgrades, and extensive self-help and knowledge transfer to empower your network operations and support staff. Table 2 compares warranty and SSPT for ACI support coverage.

Table 2. Comparison Between Warranty and SSPT for ACI

Service	Equipment Covered	Duration	Interoperability Troubleshooting, Issue Isolation and End-to-End Case Management for Cisco ACI Ecosystem	Hardware Replacement	Cisco OS Updates and Upgrades	Cisco TAC Support	Registered Access to Cisco.com	Smart Call Home Diagnostics and Alerts
Cisco Solution Support for ACI	<ul style="list-style-type: none"> • Cisco Nexus 9000 Series leaf and spine switches • Cisco APIC • Cisco ACI SW licenses 	Renewable contracts	SSPT for ACI SSPT Plus for ACI	Advance hardware replacement for the equipment covered: <ul style="list-style-type: none"> • 24x7x2 hour • 24x7x4 hour • 8x5x4 hour • 8x5xNBD • Plus onsite options 	Yes, updates within the licensed feature set for the equipment covered	Yes, for life of contract	Yes	Yes
Cisco Standard Hardware Warranty ²	Same as "Equipment Covered" earlier	Hardware: 1 year limited HW standard software (media only): 90 days ²	No	Advance replacement (10 days) for the equipment covered	No	RMA support only after 90 days	No	No
<ol style="list-style-type: none"> 1. Some equipment exclusions might apply. Consult a Cisco Service sales representative or local partner for more details. 2. Some products come with different warranties. See www.cisco.com/go/warranty for more information. 3. Cisco Smart Call Home is offered as an option. 								

Service Activities and Deliverables

Technical Assistance Center (TAC)

When network problems affect the Cisco ACI ecosystem, experienced Cisco TAC technology experts can help. The Cisco TAC is staffed by Cisco professionals certified in Cisco ACI products as well as service provider architectures and advanced technologies to help diagnose, isolate, and resolve issues with the ACI fabric. For SSPT for ACI, Cisco TAC:

- Provides 24x7x365 access to Cisco TAC to assist with product use, configuration, and interoperability troubleshooting issues, issue isolation, and case management. Cisco TAC response times are:
 - Severity 1 and 2: Cisco will respond within one hour.
 - Severity 3 and 4: Cisco will respond no later than one business day.
- Manages problems according to the Cisco Severity and Escalation Guidelines, which can be viewed at www.cisco.com/web/about/doing_business/legal/service_descriptions/docs/Cisco_Serverty_and_Escalation_Guidelines.pdf.
- Provides remote assistance (phone, fax, email) with regard to product use, configuration, and troubleshooting.

Online Self-Help Support

- Provides access to the Cisco Support website, which includes Cisco's extensive knowledge library, software downloads, and support tools, designed to help users resolve network issues quickly without opening a case.
- Manage problems according to the Cisco Severity and Escalation Guidelines, which can be viewed at www.cisco.com/web/about/doing_business/legal/service_descriptions/docs/Cisco_Serverty_and_Escalation_Guidelines.pdf.
- Access to cisco.com knowledgebase provides helpful technical and general information on Cisco products, www.cisco.com/cisco/web/support/index.html#~shp_services.

Ongoing Software Updates and Upgrades

- Provide operating system software upgrades and updates for your licensed feature set. Software releases and any supporting documentation are available through cisco.com Software Central (<http://software.cisco.com/swcentral/home.html>).

Hardware Support Services

In addition to the interoperability troubleshooting, issue isolation, and end-to-end case management, SSPT for ACI protects your Cisco investment and improves business performance with Hardware Support Services. With our customized service plans, you will enjoy the peace of mind knowing that your hardware can support your ongoing business needs. Cisco offers multiple service levels with different shipment options.

Advanced Replacement

- **Cisco Solution Support for ACI 24x7x2:** Advanced replacement parts on a 2-hour response basis, 24 hours a day, 7 days per week, including holidays.
- **Cisco Solution Support for ACI 24x7x4:** Advanced replacement parts on a 4-hour response basis, 24 hours a day, 7 days a week, including holidays.
- **Cisco Solution Support for ACI 8x5x4:** Advanced replacement parts on a 4-hour response basis between 9 a.m. and 5 p.m. depot time. Cisco must confirm the hardware failure before 1 p.m. depot time. If a request is made after 1 p.m. depot time, we will deliver the replacement in the morning of the next business day.
- **Cisco Solution Support for ACI 8x5xNext Business Day:** Advanced replacement parts by the next business day if Cisco confirms the hardware failure before 1 p.m. depot time (where next business day delivery is available). If a request is made after 3 p.m. depot time, we will ship the replacement the next business day.

Note: If next business day delivery is not available in your area, we will provide same day shipping. The replacement part will ship from the serving depot the same business day if Cisco confirms the hardware failure before 3 p.m. depot time. If the hardware failure is confirmed after 3 p.m. depot time, the replacement will be shipped the next business day.

On-Site Support

Cisco is committed to providing professional, informed, courteous, customer-focused support services in person at your location:

- **Cisco Solution Support for ACI 24x7x2:** 2-hour response for remedial hardware maintenance 24 hours a day, 7 days a week, including holidays.
- **Cisco Solution Support for ACI Onsite 24x7x4:** 4-hour response for remedial hardware maintenance 24 hours a day, 7 days a week, including holidays.
- **Cisco Solution Support for ACI Onsite 8x5x4:** 4-hour response for remedial hardware maintenance service between 9 a.m. and 5 p.m. depot time the same business day (including parts, labor, and materials). Cisco must confirm that the on-site service is necessary by 1 p.m. depot time.
- **Cisco Solution Support for ACI Onsite 8x5xNext Business Day:** Advanced replacement parts by the next business day if Cisco confirms the hardware failure before 1 p.m. depot time (where next business day delivery is available). Cisco must confirm that the on-site service is necessary by 1 p.m. depot time. If a request is made after 3 p.m. depot time, we will ship the replacement the next business day.

Smart, Proactive Diagnostics

Gain Critical Insight with Device Diagnostics

Smart Call Home is an optional service that provides proactive, detailed diagnostics and immediate alerts on core network devices. These diagnostics help to quickly identify and resolve issues, conserving valuable staff time and improving network availability. Devices equipped with Smart Call Home technology can be enabled to continuously monitor their own health. Once enabled, this feature can notify you of potential issues using a secure, personalized web portal that contains messages, detailed diagnostics, and recommendations. If a serious problem arises, Smart Call Home can automatically generate a service request with the Cisco TAC that is routed to the right team for your particular problem. Visit www.cisco.com/go/smartcall for more information and to see the latest list of Smart Call Home-capable Cisco devices.

Why Cisco Services?

Realize the full business value of your technology investments with smart, personalized services from Cisco. Backed by deep infrastructure expertise and a broad ecosystem of partners, Cisco Services enable you to successfully plan, build, and manage your IT infrastructure network as a powerful business platform.

For more information, visit www.cisco.com/web/services/portfolio/solutions-support/index.html or contact your local Cisco representative.



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San Jose, CA

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Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at www.cisco.com/go/offices.