

Cisco Advanced Services: Weekly Engagement Price Schedule

Overview

Cisco offers a broad portfolio of commercial services to assist our customers with the planning, design, implementation, operation, and optimization of their technology investment. This portfolio includes Cisco® Advanced Services offerings that are based on a defined lifecycle methodology designed to address network foundation and advanced technology requirements. The portfolio of commercial services also includes Cisco Advisory Services to assist customers with the long-term planning and strategy development associated with business transformation objectives.

The unique Cisco Lifecycle Services approach defines the requisite activities at each phase of the network lifecycle, offering a services framework that is independent of who performs the service activities – Cisco, partners, or customers themselves – and enabling multiple parties to provide the support needed in a coordinated manner. Based on industry best practices and methodologies, Cisco Lifecycle Services align service and support activities with your unique business and technology requirements throughout the network lifecycle.

Cisco Advanced Services are typically engaged through one of the following:

- Subscription services engagements based on ongoing, extended partnerships to help address customer requirements for network optimization and technology insertion
- Transactional service engagements frequently defined by specific project milestones and deliverables and a well-defined period of performance

The Cisco Advanced Services portfolio has the flexibility to address unique customer requirements through the definition of a statement of work focused on specific tasks, deliverables, and schedule milestones that are performed on a fixed-price basis.

Cisco Advanced Services – Weekly Engagement

In an effort to assist our customers with the development of detailed business plans for their Cisco Advanced Services requirements, Cisco provides the following published catalog list pricing that is representative of the transactional engagement of Cisco Advanced Services on a weekly basis. This pricing is provided for estimating purposes only, as all Cisco Advanced Services engagements are subject to the referenced terms and conditions, including the requirement for a mutually agreeable statement of work defining specific tasks, deliverables, and related schedule milestones in accordance with Cisco's ordering policies for Advanced Services. All Cisco services are commercial items as defined in FAR 2.101. (See Table 1.)

Table 1. Advanced Services Weekly Engagement Price Schedule

Part Number	Description	List Price: Weekly Engagement*
AS-RS-CNSLT	Custom scoped	\$19,174
AS-IPC-CNSLT	IPC support: custom scoped	\$19,174
AS-SEC-CNSLT	Security technology support: custom scoped	\$19,174
AS-OPT-CNSLT	Optical support: custom scoped	\$19,174
AS-WLAN-CNSLT	Wireless LAN technology support: custom scoped	\$19,174
AS-ANS-CNSLT	Scoped services for ANS	\$19,174
AS-IPCC-CNSLT	IP communications center support: custom scoped	\$19,174
AS-SAN-CNSLT	Storage technology support: custom scoped	\$19,174
AS-TP-CNSLT	Scoped service for TP plan and design services	\$19,174
AS-EMTG-CNSLT	Consulting services for emerging technologies	\$19,174
AS-ADVISY-CNSLT	Advisory services custom offering	\$22,848

***Notes:**

1. Catalog list prices noted are only applicable within context of the descriptions of representative skills and capabilities contained in section 1 below and the terms and conditions noted in section 2 below.
2. Cisco Advanced Services as referenced herein are based on the development of a mutually agreeable statement of work for the associated effort.
3. Cisco does not offer or perform Advanced Services on a time-and-materials basis.
4. All Cisco services are commercial items as defined in FAR 2.101.

1) Description of Representative Skills and Capabilities

Cisco Advanced Services offerings inherently incorporate the collective intellectual capacity, capabilities, skills and knowledge of the Advanced Services organization, which is used by the lifecycle methodologies employed throughout individual customer engagements.

The following descriptions are provided as representative of the skills, capabilities, and qualifications of the professionals associated with the performance of Cisco Advanced Services engagements. The skills and capabilities outlined are representative of those applied to our Advanced Services engagements, but such descriptions are in no way intended to preclude the use of any other skills or expertise, not otherwise identified, as might be deemed necessary for the performance and completion of any engagement. These descriptions are provided to represent the primary skills employed, but are not necessarily the skills required to perform all engagements. While all Cisco services are commercial items, as defined in FAR 2.101, Cisco does not perform time-and-materials services. Rather all services are offered on a firm fixed basis only.

The following descriptions outline the skills and capabilities associated with the Advanced Services part numbers referenced in Table 1.

AS-RS-CNSLT

Representative skills associated with the delivery of technical assistance related to Cisco's routing and switching products and technology:

- CCIE® or equivalent skills
- Ability to analyze networking services requirements
- In-depth knowledge of designing complex routing and switching networks
- Expertise with Cisco software features and functionality
- Experienced with configuring routing and switching devices
- Comprehensive understanding of all IP protocols

- Ability to conduct training and one-to-one mentoring concerning routing and switching technology

AS-IPC-CNSLT

Representative skills associated with the delivery of technical assistance with Cisco's IP Communications products and technology:

- In-depth knowledge of the following topics: IP internetworking; LAN/WAN switching including Layer 3 and Layer 4 routing protocols; ATM; and voice technology
- Expert-level Internetworking experience with troubleshooting in a large-scale network environment
- Large-scale network design experience
- Basic understanding of telephony dial plan design and call routing and control protocols such as H.323, Q.signaling, Receive and Transmit (E&M), ISDN Primary Rate Interface (PRI), Foreign Exchange Office (FXO), Foreign Exchange Station (FXS), Private Line Automatic Ringdown (PLAR), basic telephone service, Channel-associated signaling (CAS), Content services switch (CSS), Session Initiation Protocol (SIP), G.711/G.723/G.726/G.729, caller ID, direct inward dialing (DID), and so on
- Ability to plan, implement, and troubleshoot voice quality issues such as echo, jitter, delay, and level loss
- In-depth knowledge of network management, network availability, and capacity planning
- Strong understanding of all current pervasive technologies and good understanding of advanced technologies

AS-SEC-CNSLT

Representative skills associated with the delivery of technical assistance with Cisco security products and technologies:

- CCIE or equivalent skills
- In-depth knowledge of Cisco security solutions and technologies: Cisco IOS® Software security, intrusion detection, Network Admission Control, remote access, host protection, perimeter control, and VPNs
- Expertise in integrating Cisco advanced security solutions with the core network infrastructure providing end-to-end security experience
- Ability to analyze security requirements and specify hardware and software requirements, including security management tools
- Ability to understand, identify and mitigate security risks that affect compliance requirements
- Knowledge in migrating from existing products to next-generation security solutions
- Knowledge in analyzing security requirements for storage area networks, unified communications solutions, and wireless environments
- Expertise in performing technical security and vulnerability assessments of the security architecture and individual network devices, systems, and applications
- Experience in developing an in-depth security architecture
- Assessment of the network's readiness to deploy a new security solution, including the existing IT infrastructure, security devices, software operations, and security management procedures

- Ability to assist customers in the planning, design, and implementation of security solutions
- Proficiency in the development of detailed security designs, including network diagrams; system rules and reports; and sample software configurations for protocols, policies, and features
- Assistance in testing a pilot security solution to confirm that expected performance is attained
- Development of an implementation strategy and plan detailing the requirements for solution deployment, integration, and management
- Expertise in support of custom installation, configuration, testing, tuning, and integration of a security solution

AS-OPT-CNSLT

Representative skills associated with the delivery of technical assistance with Cisco's optical products and technologies:

- End-to-end expertise in Cisco optical products and technologies to include SONET and DWDM
- Experience configuring and testing Cisco optical products
- Assist customers in architecting their optical network environments
- Assist customers in planning, designing and implementing with Cisco optical products
- Provide technical assessments
- Ability to conduct knowledge transfer sessions and one-to-one mentoring concerning optical technology

AS-WLAN-CNSLT

Representative skills associated with the delivery of technical assistance with Cisco wireless LAN products and technologies:

- Cisco Certified Wireless Network Administrator (CWNA), CCIE or equivalent skills
- Experienced with wireless and IP network planning, design, implementation, operation, and optimization
- Ability to define and/or analyze networking services requirements
- Experienced in Radio Frequency (RF) Network Design and RF Survey and site planning
- Skilled in wireless security
- Extensive experience with guest access, location and voice over WLAN solutions
- Knowledgeable with SS7 over IP (IP transfer point)
- Skilled in converged wireless (voice plus data) network design and optimization
- Expertise with Cisco software features and functionality
- Experienced with configuring wireline and wireless routing and switching devices
- Ability to conduct training and one-to-one mentoring concerning wireless LAN technology

AS-ANS-CNSLT**Representative skills associated with the delivery of technical assistance with Cisco Application Networking Services (ANS) products and technologies:**

- CCIE or equivalent skills
- Ability to analyze ANS requirements
- In-depth knowledge of integrating all products covered under ANS
- Knowledge to assist customers in migrating from existing gear to next-generation products
- In-depth knowledge of configuring performance parameters inside the network layer
- Large-scale L4/7 and caching design experience
- Ability to deliver knowledge transfer on the various technologies and products under ANS
- End-to-end networking experience
- Provide technical assessments
- Provide assistance with solutions in the data center including network consolidation, branch consolidation, and network virtualization

AS-IPCC-CNSLT**Representative skills associated with the delivery of technical assistance with Cisco IP Communications Center products and technologies:**

- Proficiency in the following technologies: computer telephony integration (CTI), network, database, voice response unit (VRU) scripts, Cisco CallManager, IP interactive voice response (IVR), IP phones, voice gateways, intelligent contact management (ICM), and IPCC desktop software
- Understanding of local, long-distance, and internal carriers for carrier call routing, determination of dialed numbers, and network labels
- Knowledge of IP internetworking, LAN switching, WANs, and voice technologies
- Internetwork troubleshooting experience
- In-depth knowledge of PC architectures, Microsoft Windows/XP, and SQL database installation
- Experience in customized software development utilizing ICM/IPCC software development kits (SDKs) and APIs
- Experience in customer relationship management (CRM), workforce management (WFM), and other enterprise applications integrated with contact centers and IP telephony solutions
- Experience in development of customized reports and integration with leading database products
- Knowledge of Tool Command Language (TCL) scripts for voice gateways
- Project management experience in the deployment of contact center technologies or large-scale, multivendor contact center networks

AN-SAN-CNSLT**Representative skills associated with the delivery of technical assistance with Cisco storage area networking products and technologies:**

- CCIE or equivalent skills
- Ability to analyze storage area networking services requirements
- Assist customers in migrating from existing SAN or DAS environments to Cisco MDS 9000 family based SAN
- Ability to assist customers in planning, design, and implementation of storage area networking environments
- Provide support in consolidating a customer's SAN environment
- Provide assistance with implementing all MDS 9000 family based intelligent features like SANTap, VSANs, RBAC, and so on
- Assist customers in planning their SAN management infrastructure
- Assist customers in testing a pilot network to confirm that expected performance is attained
- Expertise in various protocols such as FC, TCP/IP, FCIP, and iSCSI
- Assist customers with planning their SAN extension environments
- Provide SAN infrastructure assessments

AS-TP-CNSLT**Representative skills associated with the delivery of technical assistance with Cisco TelePresence products and technologies:**

- Planning and design services
 - Customer requirements validation
 - Network path assessment
 - Detailed design development
 - Network implementation plan development
 - Conduct site survey (preimplementation checklist)
 - Solution and site acceptance test development
 - Administrator and end user knowledge transfer
- Implementation services
 - Project plan development and management (PM)
 - Room readiness assessment (RRA; CTS 3000 only)
 - Installation of the CTS solution (CTS-x000, CCM, CTM, other components)
 - Implementation of acceptance test

AS-EMTG-CNSLT

Representative skills associated with the delivery of technical assistance with Cisco's emerging technology products:

- Extensive internet networking experience might include CCIE or equivalent
- In-depth knowledge in planning, designing, implementing and operating emerging technology systems and solutions
- Experience in implementation, configuration, and provisioning of Cisco infrastructure to support the emerging technologies
- Ability to conduct Transfer of Information and one-on-one mentoring pertaining to emerging technologies
- Provide technical assessments for the emerging technology solutions
- Provide technical assistance to partners during their deployment of emerging technology solutions
- Ability to delivery knowledge transfer for the emerging technology solutions

AS-ADVISY-CNSLT

Cisco Advisory Services are business consulting services, staffed by individuals with significant and relevant experience in primary vertical industries, and are typically:

- Principals with business/industry experience in each of our target vertical markets
- Enterprise and network architects with extensive technology expertise
- Program managers with complex program/project management experience
- Business analysts experienced in SME analysis and business case development
- Vertically aligned consultants, architects, and project managers engage with the senior level in customer IT organizations to assist customers in business transformation, complex network support, and enhancing infrastructure platforms to the next level of performance, efficiency, and security

Typical engagements would include:

- Business value justification: establishing the business case to support and justify infrastructure investments
- Next-generation architecture: development of a strategic vision and roadmap that align with business objectives and optimizes communications infrastructure
- IT process and governance: developing IT processes to support business initiatives; designing the next-generation organization and governance structures to help ensure success
- Program and change management: managing planning, resources, and risks on large-scale projects or programs, with responsibility for Cisco and/or third-party resources, deliverables, and rollout
- Solution integration: people, processes, and integrated hardware and/or software components to achieve a business result

2) Terms and Conditions

The list prices referenced in Table 1 above, for weekly Advanced Services engagements are subject to the following terms and conditions:

1. The referenced list prices for the weekly engagement of Cisco Advanced Services are provided for estimating purposes only. The final fixed-price associated with a specific Cisco Advanced Services engagement will be based on: Cisco's ability to review defined customer requirements and the development of a mutually agreeable statement of work that will outline specific deliverables and schedule milestones.
2. Cisco Advanced Services are not proposed and/or performed on a time-and-materials basis, and the referenced weekly pricing does not constitute an offer to perform services on a time-and-materials basis.
3. Cisco Advanced Services are offered to provide senior-level technology and architectural expertise, consultative guidance, and deliverables based on extensive knowledge of customer requirements and infrastructure. For this reason, Cisco Advanced Services methodologies are not contemplated for use on a "daily" basis, and Cisco does not intend to accept Advanced Services engagements that are less than one week in duration.
4. Cisco Advanced Services pricing is subject to change without notice. Cisco reserves the right to revise or discontinue the referenced pricing at any time. Prior Agreements will be honored per the terms of each engagement.
5. The referenced Cisco Advanced Services pricing is applicable to customers located exclusively within the United States (including Alaska and Hawaii).
6. Resulting orders for Cisco Advanced Services will be governed by the applicable contract agreements effective between the end customer and Cisco, including those contractual agreements that involve approved Cisco channel partners (that is the master services agreement, direct contract, or re-sale partner agreements, and so on), as amended to incorporate terms related to the ordering and delivery of Cisco Advanced Services.

Cisco Advanced Services: Network Optimization Service

Overview

As the platform for enabling business innovation, competitive advantage, and efficiency, the core routing and switching foundation of a network must be prepared to support new business processes, applications, and technologies.

The Cisco Network Optimization Service (NOS) combines network assessment, network support, and network learning in a tightly integrated, comprehensive subscription package. This service focuses on optimizing your core routing and switching network to meet future needs and helping your team succeed with new technologies.

- **Network assessment:** Help improve network performance and prepare the infrastructure for future changes.
- **Network support:** Help make the network more resilient, stable, and predictable.
- **Network learning:** Help increase your team's self-sufficiency by sharing knowledge and leading practices.

Table 2 provides the list prices for Cisco NOS sold and delivered as a subscription service based on the size of the customer's network and assuming all standard deliverables are included in the NOS package. The size of the customer's network is based on the value assigned to the installed base of Cisco product included in the subject network.

Table 2. List Prices for NOS

Network Installed Base Value	Service Description Cisco Part Number: CON-AS-RS	List Price**
\$5 million	NOS fixed price for \$5 million installed base	\$481,200
\$7 million	NOS fixed price for \$7 million installed base	\$503,680
\$10 million	NOS fixed price for \$10 million installed base	\$537,400
\$15 million	NOS fixed price for \$15 million installed base	\$581,400
\$30 million	NOS fixed price for \$30 million installed base	\$728,500
\$50 million	NOS fixed price for \$50 million installed base	\$894,000

****Notes:**

1. The list prices noted apply only to customer networks with the referenced installed base valuation. The installed base valuation is defined as the summation of the list price value of a complete inventory of Cisco products (hardware and software) included in the customer's network, based on Cisco's current global price list.
2. The Cisco NOS offering is contingent on 100% coverage of the customer's network products by a Cisco Technical Services offering to help ensure that the overall network support model is comprehensive. All other terms and conditions and services descriptions related to the Cisco NOS will apply.
3. All orders for Cisco NOS are related to Cisco part number CON-AS-RS which is a price-variable part number for a Cisco service offering defined by a standard service offering.
4. Cisco service descriptions are available at www.cisco.com/legal/services.html.
5. All Cisco services are commercial items as defined in FAR 2.101.
6. For additional details, contact your Cisco sales representative.



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