



Interactive Signage and Remote Expert Branch FAQs

FAQs

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1. What is being announced?

Cisco is announcing an enhanced partnership with Moderro Technologies, Inc. Moderro Technologies has purchased all rights to the Cisco Interactive Signage products, Cisco Remote Expert Manager product, and the Cisco Remote Expert Branch (REB) solution from Cisco. The Cisco Interactive Signage products include the Interactive Experience Client and the Interactive Experience Manager. Moderro Technologies will also own and continue to manage the Remote Expert Branch solution, including solution development, validation, and escalation support activities.

Cisco will continue to sell these products and solutions on the Cisco Global Price List (GPL) as a reseller through its SolutionsPlus Program, while Moderro assumes complete ownership and support. Cisco will also continue to sell the Industry Weapon Content Management System (IW-CMS) through its SolutionsPlus Program.

2. Why is Cisco transitioning the ownership of Interactive Signage and Remote Expert Branch to Moderro Technologies, a Cisco SolutionsPlus partner?

Cisco is making deliberate moves to shift our business in support of our transformation strategy. Cisco is changing its approach to some product offerings to allow for greater focus on core products. Working with Moderro, Cisco believes the Interactive Signage and Remote Expert Branch solutions align well with Moderro's vision to deliver orchestrated experiences that solve customers' business problems.

Moderro Technologies has provided OEM hardware design & software design services for Cisco's Interactive Experience Client & Interactive Experience Manager from their inception through their current third generation release. Consolidating all design, development & escalation support functions under Moderro speeds feature development for these three products, improves time-to-market of new releases and ensures these products meet the rapidly changing needs of their target markets. Moderro Technologies is a Cisco SolutionsPlus partner and Cisco long-standing original equipment manufacturer (OEM) that has collaborated with Cisco on these products and solutions since their inception.

3. When will the transition occur?

The transition is effective June 19, 2017.

4. What is the Cisco SolutionsPlus program?

Cisco SolutionsPlus is a program that places a carefully selected set of Cisco-compatible products on the Cisco price list with the goal of Cisco customers being able to order these products directly from Cisco or via the existing reseller network. Cisco SolutionsPlus partners are part of the [Solution Partner Program](#) and provide all service and support. For the majority of SolutionsPlus products, support must be purchased directly from the SolutionsPlus partner. Cisco TAC has a coordinated support process in place with each SolutionsPlus vendor.

5. What impact will this have on my business?

This should be a seamless transition as Moderro Technologies is already a Cisco SolutionsPlus partner. Moderro Technologies will now provide end-to-end product design, development, and escalation technical support. These products and solutions will remain on the Cisco GPL.

Moderro Technologies is well-positioned to enable a smooth transition for these products and solutions and will continue to provide a high quality customer support experience. This transition allows Moderro Technologies to better integrate the software and hardware for these products and to promote faster feature development, delivery, defect prevention, and issue resolution.

6. What is the support plan for these solutions after the transition?

For Existing Customers:

- Previously purchased hardware and software: Cisco will continue to deliver TAC level 1 and 2 support for the Interactive Experience Client, Interactive Experience Manager, Remote Expert Manager, and Remote Expert Branch solution to customers with existing Cisco support contracts through the end of their contract term. TAC will escalate all level 3 support issues to Moderro Technologies. After the Cisco contract term expires, customers can purchase a new support contract through Moderro Technologies to maintain continuous support.
- New purchases of hardware and software: Customers can purchase level 1, 2, and 3 support contracts from Moderro Technologies or its partner distributors & value added resellers to maintain continuous support.

For New Customers/New Product Purchases:

- Purchasing hardware and software: Customers purchase off the Cisco Global Price List through Cisco as Moderro’s reseller.
- Purchasing support contracts: Customers purchase level 1, 2, and 3 support contracts from Moderro Technologies

7. What products are included in the transfer to Moderro Technologies?

Table 1 reflects the list of current SKUs. SKUs may be subject to change. These products will remain on Cisco’s GPL.

TABLE 1: Cisco Part Numbers

Part Number
R-IEP-BASE-20-K9
L-IEP-MGR-FL-1
L-IEP-MGR-FL-10
L-IEP-MGR-FL-50
L-IEP-MGR-FL-500
IEC-4650-HW-K9
IEP-4600-SW-20-K9
IEP-GEN-OFFER=
RE1-AGNT-FL-1=
RE1-MGR-SW-K9=

8. Will there be any changes in how these solutions work with other Cisco products in my company?

These products and solutions will continue to integrate with other Cisco products and solutions. This enhanced SolutionsPlus partnership with Moderro Technologies will bring Spark technologies into Interactive Signage and Remote Expert Branch, providing new features and improving ease of use for existing features.

9. Are these products known by different names?

Table 2 provides a list of alternative names for Cisco Interactive Signage and Cisco Remote Expert Branch.

TABLE 2: Solution Names and their Alternatives

Solution Name	Also Known As
Cisco Interactive Signage (CIS)	Interactive Experience Platform (IEP) Interactive Experience Client & Manager iServices Xpack
Remote Expert Branch (REB)	Remote Expert Immersive Remote Expert Kiosk Remote Expert for Government Services (REGS) Virtual Expert Virtual Expertise

10. Will Remote Expert Mobile still integrate with Remote Expert Branch?

Yes, Remote Expert Mobile will still integrate with Remote Expert Branch.

11. How does Industry Weapon fit into this transition?

Industry Weapon is a Cisco SolutionsPlus partner and still integrates with Cisco Interactive Signage. Cisco will continue to sell the Industry Weapon Content Management System (IW-CMS) through its Cisco SolutionsPlus Partner Program. Industry Weapon will continue to provide order fulfillment, service, and support of the IW-CMS.

12. Who is the key contact at Moderro Technologies?

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