



Cisco Enterprise Agreement Ordering Guide for Cisco ONE Software Suites



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1. Introduction

1.1. Purpose of This Guide

This ordering guide is designed to help qualified Cisco partners order the various suites for Cisco Enterprise Agreement for Cisco ONE. This guide does not change the terms of any agreements you have with Cisco.

1.2. Audience

The intended audience for this ordering guide is Cisco field and partners who have been approved to sell Cisco Enterprise Agreement for Cisco ONE. Partners must also have their eligibility enabled to purchase the new service level of Cisco Software Support Service (SWSS).

1.3. Scope

This ordering guide provides information about pricing, packaging and ordering for Cisco Enterprise Agreement for Cisco ONE Software.

2. Solution Overview

The Cisco Enterprise Agreement for Cisco ONE Software enables customers to simply procure and flexibly deploy infrastructure software across their organization. The solution is available in multiple software suites:

- [Cisco ONE for Data Center/Cloud](#)
- [Cisco ONE for Data Center Networking](#)
- [Cisco ONE for WAN](#)
- [Cisco ONE for Access](#)

	Cisco ONE Data Center/Cloud			Cisco ONE for WAN	Cisco ONE for Access	
Advanced Applications	ECS - Service Mgmt Prime Service Catalog Base Cisco Process Orchestrator (20K transactions/yr)	*ECS - Big Data Automation UCS Director Express for Big Data Tetration Analytics	Data Center Fabric SAN Enterprise Prime DCNM-SAN VDC	WAN Collaboration TDM Gateway CUBE UC Apps (CME/SRST)	Campus Fabric IP Services Full L3 Routing, Virtualization (VRF, EVN) IS-IS, WCCP, Multicast	Advanced Mobility Services CMX WIPS
Foundation	ECS - Cloud Mgmt CloudCenter Manager CloudCenter Orchestrator (2) CloudCenter VMs (100)	ECS - Infrastructure Automation UCS Director UCS Performance Manger UCS Central IMC Supervisor VACS (3 app containers)	Foundation for Networking Fabric Path VDC FCoE OTV/LIS LAN Enterprise Primate DCNM-LAN ACI Fabric RISE	Foundation for WAN SEC License TrustSec, MACSec, IOS VPN, IOS IPS, IOS ZBFW, CWS Connector, SSL VPN APP License AVC, MPLS, WAAS, FNF, etc *Akamai Connect WAAS Central Mngr	Foundation for Switching IP Base TrustSec, MediaNet, StubRouting, Converged Access, FNF, WireShark, VSS, ISSU ISE Base *Stealthwatch PI Lifecycle/Assurance	Foundation for Wireless WLC AP CMX Base ISE Base *Stealthwatch PI Lifecycle/Assurance
Infrastructure and Base OS	Cloud	Compute X86, UCS	Networking Cisco Nexus® 3K, 5K, 6K, 7K, 9K, MDS	WAN *ISR; ASR, 1K, 9K; IR8x9	Switching Cisco Catalyst® 2K, 3K, 4K, 6K; IE 4K, 5K	Wireless WLC, AP

***Coming Soon**
Note: Infrastructure software (e.g., operating system) is included with each device. Not sold as a Cisco ONE bundle, but included with the device.

3. Quoting Process

The quoting and ordering process will be done in close Cisco ONE with your Cisco account team.

3.1. End User Information Form(s)

- The End User Information Form defines the legal boundaries of the Cisco Enterprise Agreement for Cisco ONE Software and this document will need to be signed by the customer before the final transaction
- The person who signs the customer End User Information Form(s) must be authorized to sign such document on the behalf of his/her organization (i.e. procurement officer, director, vice-president or CxO)
- The following information needs to be provided by Cisco Sales for the quoting process via the [Cisco EA Legal Tool](#):
 - a. **Define the Enterprise Boundaries** – Names of customer and customer entities that will use the suite software and subscriptions. (Customer entities must have at least 50 percent ownership by customer and roll up into customer’s consolidated financial statement.)
 - b. **Outline Deployment Strategy** – Which Cisco ONE EA Suite (s) the customer will purchase; expected number of years to deploy/duration of Cisco EA term (3 or 5 years); and the expected Cisco EA migration or start date.

- c. **Choose Cisco EA suites for Cisco ONE** – Need to understand which Cisco EA suites for Cisco ONE will be part of this agreement.
- d. **Calculate Software Penetration** – While the Cisco EA supports full enterprise coverage, not all software suites are mandated for every device. The following represents the minimum requirements to price quote a Cisco EA for Cisco ONE:
 - **Data Center Cloud** – Advanced can be purchased without buying Foundation. The minimum coverage requirement is 100% in either Foundation or Advanced or both.
 - **Data Center Compute** – Advanced can be purchased without buying Foundation. The minimum coverage requirement is 100% in either Foundation or Advanced or both.
 - **Data Center Networking** – Foundation is required to purchase Advanced. Advanced requires coverage that is 50% or greater of the entire Environment. Partial coverage is acceptable in Advanced only.
 - **WAN** – Advanced can be purchased without buying Foundation. The minimum coverage requirement is 100% in either Foundation or Advanced or both.
 - **Access Switching** – Foundation is required to purchase Advanced. Advanced requires coverage that is 15% or greater of entire environment. Partial coverage is acceptable in Advanced only.
 - **Access Wireless** – Foundation is required to purchase Advanced. Advanced requires 100% coverage of the environment.
- e. **Gather Enterprise Device Counts** – Accurate device count is the basis of Cisco EA pricing. For the chosen Suites, device counts will need to be provided in the Cisco EA Legal Tool. If obtaining device count proves to be a challenge, Cisco can query available records to provide a device count profile for review.
- f. [EUIF guide](#)

3.2 Cisco Enterprise Agreement Quote

- Keep the Cisco Enterprise Agreement for Cisco ONE quote separate from other potential customer transaction(s).
- The Cisco account team will collaborate via CCW the Cisco EA configuration to the partner. This particular quote, which includes the appropriate SKUs and quantities, must not be modified.

- The quoted term must include Cisco Software Support Service (SWSS) and must match the term of the Enterprise Agreement and any existing Services Sweep Agreement with the customer should not be used.
- The partner quote must incorporate the End User Terms and Conditions (T&C) provided by the Cisco account team that are applicable to the suite(s).
- Incorporating the End User T&C in the quote can be done in two different ways:
 - **Option 1 (Recommended)** – Separately delivered and incorporated into the quote by reference: Please include this exact language into the “Notes” section of the quote to the customer, **“This quote incorporates the attached Cisco Enterprise Agreement Program End User Terms and Conditions.”** and provide the full End User Terms and Conditions in a separate attachment and/or deliverable.
 - **Option 2** – Directly insert End User Terms and Conditions into the quote: As the partner, you will be required copy/paste the latest End User Terms and Conditions into the “Notes” section of the quote to the customer.

4. Ordering Process

4.1. Ordering Specifications

- The Cisco account team will confirm the Cisco EA configuration with the partner. This particular quote, which includes the appropriate SKUs and quantities, must be ordered without modification
- Partner qualifications for Cisco ONE: [Qualifications](#)
- In order to have a valid order, the partner must have an approved My Deal Manager (MDM) request to purchase Cisco EA. This MDM approval number must be referenced in the order placed to Cisco. In addition, the partner (if indirect) or customer (if direct) must provide Cisco with a completed and signed End User Information Form (s) prior to placing a Cisco EA order
- If customer purchases hardware with the software pre-installed through CCW and configuration is built-to-order then a Reusable Non-Standard Deal ID (RNSD) will be provided to the partner
- The Cisco EA suite part numbers and quantities must be placed through the Cisco Commerce Workspace (CCW) using standard Cisco ordering process. [Self paced training](#)

4.2. Cisco Smart Account and EA Workspace

- In order to gain access to the EA Workspace, Cisco EA customers for Cisco ONE are required to obtain a Customer Smart Account. The EA Workspace is the portal that will be used by the customer to view, generate and manage their Cisco EA licenses for Cisco ONE licenses during the term of the agreement.
- Partner must assign Customer's Smart Account information at the time of ordering in CCW, for more information please visit <https://ucrm-cisco.force.com/OperationsExchange/s/article/Module-2-Ordering-Smart-Licenses-and-Smart-Account-Assignment-in-CCW>. A Customer Smart Account provides the repository for Smart-enabled products and enables users to manage Cisco licenses. Once they are deposited, users can activate licenses, monitor license usage and track Cisco purchases. It is managed by the customer directly, or a Partner or an authorized party. All customers, Partners, and Distributors will need to create a Customer Smart Account to fully utilize the license management features of Smart-enabled products. The creation of your Customer Smart Account is a one-time setup activity.
- Prior to Smart Accounts, licenses and entitlements were associated with individual Cisco.com IDs. This restricted management and reporting capabilities across the enterprise. Smart Accounts offer scalability and the security you expect from Cisco, all through a single intuitive interface.
- Customer instructions on how to create a Smart Account can be found on http://www.cisco.com/c/dam/en_us/partners/support/cpe/software/1t/sa/Request_Customer_Smart_Account_QRG.pdf.
- Visit the Cisco Smart Accounts website on <https://software.cisco.com> for a more information. Partner training: <https://communities.cisco.com/docs/DOC-68582>

5. Post-Sales Operations

5.1. Compliance Hold Release

- All Cisco EA for Cisco ONE Sales Orders will automatically be placed on **hold** pending validation of the order; when the order is validated for release, the Cisco account team will be informed.
- **The partner will be requested to provide Cisco a copy of the quote to ensure the End User Terms and Conditions were referenced and NTE pricing was provided.**

- The order will be validated for 1) legal compliance and 2) order compliance. After validation, the Cisco EA PM team for Cisco ONE team will notify the Cisco account team when the order is released from Compliance Hold.
- Upon order release, the Software Product Activation Keys (PAKs) will automatically ship to the delivery address email) based on the requested delivery date. Allow 24-48 hours for the orders to be shipped.
- The suite term will initiate upon the shipment of the software PAKs.

5.2. Cisco Enterprise Agreement for Cisco ONE Welcome-Kit

- After the Cisco EA for Cisco ONE transaction has been released from Compliance Hold, the customer and the Cisco account team will be provided with Welcome-Kit.
- The kit will provide in-depth information on licensing activation, support and service contracts.

6. Cisco EA for Cisco ONE SKU's, Description and Price

6.1. Suite Sizes & Tiering

6.1.1 Cisco Enterprise Agreement Sizing

- <https://cisco.jiveon.com/docs/DOC-1706948>

6.1.2. Cisco ONE Portability Tiers

- [Portability tiers](#) are linked here.

6.2. Master sku List for Cisco ONE

- [The master sku list for Cisco ONE](#)

7. Contacts

For further assistance, please contact your Cisco Licensing Specialist.

For software delivery assistance, please contact: eaoperations@external.cisco.com or your Cisco account team.

For further assistance, please contact your Cisco Account Team Manager or send an email to the SW Operations Help Desk:

- Americas: sw-ops-helpdesk-america@cisco.com
- EMEAR: sw-ops-helpdesk-emear@cisco.com
- APJ & GC: sw-ops-helpdesk-apac@cisco.com



8. Resources

Additional Resources

[Cisco Software Cisco EA EUIF Quick Reference Guide for Customers](#)

[Cisco Software Cisco EA EUIF Legal Tool Self-Paced Internal Training for Sales](#)

[End User Information Form Legal Tool](#)

[CCW Training \(self-paced\)](#)

[CCW Training \(live session schedule\)](#)

[Cisco Commerce Workspace](#)

[Cisco Smart Accounts Overview](#)

[Cisco Smart Software Licensing Overview](#)

[Cisco Software Central](#) (go to Administration for Smart Accounts)

[Smart Accounts for Cisco EA Customers – Manage your Smart Account](#)

[Cisco EA and Smart Licensing Integration Guide](#)

[Cisco Smart Accounts Overview](#)

[Cisco Smart Software Licensing Overview](#)

[Cisco Software Central](#) (go to Administration for Smart Accounts)

[Smart Accounts for Cisco EA Customers – Manage your Smart Account](#)

[EA and Smart Licensing Integration Guide](#)

[Smart Account Roles Overview for Partners](#)

[Smart Account Enabled SBP Offers for Partner](#)

[EA Workspace Training](#) (live session schedule)

[EA Workspace Training](#) (self-paced)

[Cisco Software Central](#) (Go to License to access EA Workspace)