Cisco Security Choice Enrollment

General questions
Cisco Enterprise Agreement buying program information

Q: What is the Cisco® Enterprise Agreement (Cisco EA), and what are its benefits?
A: The Cisco Enterprise Agreement is a three- or five-year agreement that provides enterprise-wide coverage of software enrollments for an easier software management experience than alternative buying programs. It is:

- **Easy to buy:** Customers receive a single agreement, term, and workspace for managing license entitlements
- **Easy to consume:** On-demand deployment, anytime access to new software, and True Forward (no retroactive billing)
- **Easy to manage:** Providing financial predictability and better visibility with Cisco Enterprise Agreements (EA) Workspace

Q: What can customers purchase under a Cisco EA?
A: Cisco EA includes Collaboration, Cisco DNA, Data Center, and Security Choice enrollments.

Q: What is an enrollment?
A: An enrollment is a technology architecture or set of products that customers can buy under a single agreement from Cisco. Customers can start with one enrollment and expand to include other enrollments as needed to support their business needs.

Q: What is the geographic availability for Cisco EA?
A: Cisco EA is globally available. Contact your Cisco account team for more information.

Q: Can Cisco EA cover just a portion of a customer’s company?
A: We cannot split an EA by divisions, only by legal entities. Cisco EAs require a 100 percent commitment from the legal entities selected in the scope of participating affiliates. If employees and/or devices reside in a separate legal entity, we can exclude that entity from the participating affiliate list, and they will not be able to use the software and services provided under the EA.

Q: How is Cisco EA different from offerings by competitive vendors?
A: Unique features of Cisco EA are its 20 percent user-based growth allowance (applicable for the collaboration and for Security Choice enrollments), True Forward, and cross-architecture coverage.

Q: Where can I find more about Cisco EA content?
Specific questions about Security Choice enrollment

**What Cisco security products are available with the Security Choice enrollment?**

We offer Cisco Firepower® Next-Generation Firewall, Cisco Advanced Malware Protection (AMP) for Endpoints, Cisco Email Security, Cisco Umbrella™, Cisco Cloudlock®, Cisco Stealthwatch®, Cisco ISE (Identity Services Engine), Cisco Web Security, and Cisco Tetration™ as part of the Security Choice enrollment. To purchase the agreement, you should select two or more of these product suites.

**What is the minimum total contract value (TCV) for the Security Choice enrollment? Are there any license minimums?**

To purchase the Security Choice EA, you should select a minimum of two suites. The total contract value should exceed $100,000 (net product only), with a minimum of 100 security content users. You can take out agreements for either three or five years.

**What discounts are available with the Security Choice enrollment?**

The Security Choice enrollment discounts vary depending on how many suites are in your agreement. Here is a breakdown:

- 2 suites = 5 percent discount
- 3 suites = 10 percent discount
- 4 suites = 15 percent discount
- 5 suites = 18 percent discount
- 6 or more suites = 20 percent discount

**What is the 20 percent user-based growth allowance?**

During the term, customers may access additional security software, Software as a Service (SaaS), and support services by up to 20 percent of the initial number of covered users identified in the End User Information Form (EUIF) for the Security Choice enrollment without incurring any additional charges.

**What is True Forward?**

True Forward is Cisco’s periodic billing adjustment process to account for any over-consumption of products and services in excess of previous entitlements, including a growth allowance (where applicable), during a Cisco Enterprise Agreement (EA) term. Unlike other enterprise license agreements that require a “true up” every year, with a Cisco EA, if the customer grows, they are not retroactively charged for that year’s extra usage. Instead, their payment for growth (after an allowance, if applicable) is revised at the beginning of their next billing period. Please note that there is a 5% growth exception for the first six months, where if an organization were to exceed 5% beyond the original entitlement, they can be immediately true forwarded.

**Does “annual payment” mean I can decide to split a three years’ investment into an annual bill (that is, three invoices, one for each year)?**

Yes, there will be one invoice per each year for the appropriate amount for that year.

**Are there annual plus quarterly payment plans or just annual?**

We currently only offer an annual payment plan. This allows you to consolidate all of your license and agreements into one single transaction.
**What is the difference between the Security Choice enrollment and the All-In Security Enterprise Agreement 1.0?**

For the all-in option, customers get access to our full portfolio of security products for a single price. This includes unlimited consumption with a 20% inorganic growth cap.

Security Choice gives the option to those organizations who would prefer to build up their Cisco security portfolio more gradually while still benefitting from EA discounts.

**Can I move from Security Choice to all-in later?**

Yes, absolutely.

**What support services are available with Security Choice enrollment?**

The following support services are included with the Security Choice enrollment:

- 24x7 Cisco Technical Assistance Center (TAC) phone support (1-hour response time)
- Knowledge-base access
- Software updates and upgrades

Enhanced and Premium support levels are available, and include analytics/proactive notifications, learning and training, and more.