

Cisco SP Base for Cisco Partners

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Cisco SP Base overview

Q. What is Cisco SP Base?

A. Cisco® SP Base is our core foundational product support offer for service provider customers. This device-level service helps reduce downtime with fast, expert technical support and flexible hardware coverage provided by the Cisco Technical Assistance Center (TAC). It also offers integrated smart capabilities, providing current information about a customer’s installed base, contracts, and security alerts to enhance the efficiency of the customer’s support workflows.

The TAC is staffed by Cisco experts and is accessible 24 hours a day, 365 days a year. Technical services available through the TAC are backed by advance hardware replacement with fast response times, including 2-hour, 4-hour, next-business-day, and on-site option (see Table 1). OS updates (such as NX-OS and Cisco IOS® Software) help protect a customer’s investment in Cisco infrastructure by keeping functionality, security, performance, and interoperability up to date.

Online self-help tools include our extensive knowledge library, software downloads, and support tools, designed to help customers resolve network issues quickly without opening a case.

Table 1. SP Base service features

Service features	SP Base service
Hardware replacement options*	Advance replacement: <ul style="list-style-type: none"> • 24x7x2 hours • 24x7x4 hours • 8x5x4 hours • 8x5xNDB Other: <ul style="list-style-type: none"> • RTF: <ul style="list-style-type: none"> • Replacement hardware within 10 business days • Replacement hardware within 45 business days (select product families)
SPB option	SP Base no hardware replacement
Optional onsite engineer	Only with SP onsite support option
Cisco TAC hotline*	24x7 access
Cisco.com knowledge base and tools	Full access
Operating system software	Ongoing updates within the licensed feature set
Smart Portal access	Yes

*SP Base SLA Option on TAC Response and Hardware Replacement Arrival Time (not available for Partner Resale at this time).

Q. Who is eligible to resell SP Base?

A. SP Base is available to approved 1-Tier (direct) and 2-Tier (indirect) partners to resell to their service provider customers only.

Q. Who are the target customers for SP Base?

- A.** SP Base is for service providers only and is for their own internal use and not for onward resale. Partners are specifically excluded from reselling to enterprise customers.

Target customers are service provider customers (new and renewals) with mission-critical networks who require priority network support service, with flexible hardware replacement options, designed to enhance their operational efficiency and to reduce their business disruptions. In summary, target customers are ones who:

- Support their business with medium- to large-scale Cisco networks that are critical to customer-facing operations and business agility
- Require flexible hardware replacement options
- Seek optimized networks, more efficient IT operations, and increased productivity
- Require rapid issue resolution to increase network uptime
- Have in-house staff that wants direct, anytime access to Cisco experts for rapid problem resolution

Q. How do resellers of Cisco Branded Services benefit from selling Cisco SP Base?

- A.** Cisco SP Base helps establish you as a supplier of choice able to provide the specific support your service provider customers need. It can help you to not only strengthen customer relationships and position you for new sales but you can leverage it to:

- Be more competitive when selling Cisco services. SP Base's broad range of service options are designed to meet both the needs of large, sophisticated SPs with strong internal technical and logistics capabilities to SPs relying completely on their supplier for world class technical and logistics support.
- Increase your bookings and revenue
- Earn quarterly sales performance rebates under the Cisco Services Partner Program (CSPP)
- Increase customer satisfaction and propensity to buy
- Meet your customer's changing technical support needs
- Grow your service portfolio and upsell to higher-value services

Q. What are the benefits for my customers?

- A.** Customers are looking for a support model that aligns to their network and operational goals. They need to reduce the burden on their IT organization, manage growth more effectively, and keep their organization running smoothly and efficiently. Covering networking devices with a Cisco SP Base contract can help a customer:

- Maximize network availability, reliability, and stability
- Reduce the cost of network ownership by using Cisco expertise, knowledge, and availability
- Increase return on investment (ROI) by having access to Cisco operating system software enhancements
- Expedite time to repair with the right parts at the right time to resolve issues quickly
- Better manage scarce internal expert resources at all locations
- Improve productivity and revenue per employee with access to tools and technical support documentation that can increase self-sufficiency and technical knowledge

Sales and delivery

Q. Who delivers Cisco SP Base? Is it available through Partner Support Service (PSS)?

A. It is delivered by Cisco. It is not available through PSS.

Q. Are there any additional terms and conditions for Resellers?

A. Many partners reselling Cisco Technical Services are already Cisco resellers, familiar with Cisco's tools and processes. However, reselling SP Technical Services such as SP Base comes with new responsibilities and steps that you will need to complete.

- You must enroll using the [Partner Program Enrollment tool](#) (PPE) and be approved before ordering on [Cisco Commerce Workplace](#) (CCW) or the [Cisco Service Contract Center](#) (CSCC).

Service provider Technical Services resale application, onboarding, and service contract responsibilities and processes are documented in detail in a [partner guide](#) available on [SalesConnect Partner Services Hub](#).

Q. How does my customer initiate a service request for assistance?

A. As with any Cisco technical service, customers initiate a request for support through the online support tools or by contacting the Cisco TAC. Because of the unique properties of service contracts associated with some SP Technical Services such as SP Base, you will need to enable your SP customers to manage the entitlement for their service contracts in order to open cases and to receive Cisco support. This is a new role for partners and an essential one. Detailed information is available in the [Partner Guide](#).

Q. Where is SP Base available?

A. SP Base is globally available with some service-level exceptions in Europe, Asia, and Latin America. Cisco is continually expanding its service areas. In addition, the Cisco Service Availability Matrix (SAM) tool can be used to verify the available product services worldwide. This tool includes information for Cisco SP Base Support, Cisco SP Base, and the Cisco Smart Spares programs. Information is available at <http://tools.cisco.com/apidc/sam/search.do>.

Quoting, ordering, discounts, and rebates

Q. How are quoting and ordering handled?

You can order services for resale via the [Cisco Commerce Workplace \(CCW\)](#) or the [Cisco Service Contract Center \(CSCC\)](#) using global service pricing (GSP).

Q. What discounts and rebates apply to SP Base?

A. Partner and distributor discounts are established under the Cisco Services Partner Program. Standard discounts and rebates apply. Refer to the [Cisco Services Partner Program](#) for details.

Q. Are there any promotions associated with this service?

A. Check with your local Cisco partner services development manager for any regional promotions.

General questions about SP Base

Q. What is included with Cisco SP Base?

A. Cisco SP Base includes:

- **Software support on the licensed operating system software**, such as Cisco IOS Software or Cisco Catalyst® OS, for covered Cisco products, including maintenance, minor, and major releases
- **Access to the Cisco TAC** 24 hours a day, 7 days a week
- **Smart capabilities entitlement**: access to smart enablement web portal, which provides access to SP Base reports
- **Registered access to Cisco.com**: Easy access to online technical information and service request management
- **As and option, a return-to-factory (RTF)** service level is available, in which Cisco provides replacement service to a customer when it returns failed hardware to Cisco for replacement. Cisco then ships the replacement hardware to the customer within 10 business days. A 45-business-day RTF option is also available for some products on a limited availability basis. These are not advanced replacement options.
- **Optional advance replacement of hardware parts** is available under return material authorization (RMA) services supporting the customer need and the level of coverage selected

Q. Is SP Base just break-and-fix insurance?

A. SP Base offers customers much more than remedies for when something goes wrong. Only a small portion of service requests (less than 5 percent) coming into the Cisco TAC deal with failures and defects. Most service requests help customers handle complex network operation and management issues such as:

- Advanced software configuration
- Interoperability and upgrade questions
- Hardware and software information

In addition, SP Base helps customers protect their network investments and minimize risks by:

- Keeping the customer's networking technology up to date with the latest software features and system improvements
- Supplementing the customer's network support organization to ensure the availability of the knowledge and skills necessary to address rapidly changing technologies
- Gaining access to knowledgeable resources and tools for rapid resolution of issues
- Eliminating the challenges of carrying replacement hardware in inventory and delivering them to remote sites by making replacement parts available when needed
- Providing trained field engineering resources to perform replacement services when and where needed

[Cisco warranty vs. Cisco service contract](#)

Q. What is a Cisco warranty?

A. Warranties are short-term limited liability for Cisco to repair and/or replace defects in Cisco products. They are limited in both the duration and the support they offer, and warranties do not include Cisco TAC support, software updates, or any of the additional benefits obtained under a support service contract. Cisco is responsible for repairing and/or

replacing the Cisco product within the timeframe identified on the warranty card that accompanied the originally purchased Cisco product. Elements covered under a Cisco warranty are:

- **Hardware:** This guarantees that the piece of hardware will be free of defects in material and workmanship under normal use, or it will be replaced by Cisco
- **Software:** This guarantees that the physical media are free from defects or will be replaced by Cisco. In addition, the warranty guarantees that the software generally conforms to the published specifications for the product. The warranty is explicitly “as is,” and no new releases are included.

Q. If a product is already covered under the standard Cisco warranty, why should a customer buy Cisco SP Base services during the warranty duration?

A. SP Base provides more robust levels of support than are available under a Cisco warranty (see Table 2). For most products, Cisco warranties are limited in duration (detailed specifically by product type), whereas Cisco SP Base programs can be purchased to deliver support and maintenance for at least five years after first product shipment. Services available under a Cisco SP Base service contract that are not covered under a warranty are:

- Rapid replacement of hardware in NBD, four-hour, or two-hour dispatch options (restrictions apply; see Cisco SP Base data sheet for additional information)
- Continuous technical support through Cisco TAC
- Latest software updates
- Registered access to Cisco.com

[Table 2. SP Base vs. warranty](#)

Service	SP Base	90-day/1-year limited hardware	Limited lifetime hardware
Hardware coverage duration	Renewable contracts	90 days/1 year	Lifetime (fans and power supplies limited to five years)
Application software coverage duration	No	90 days	No
Technical support from TAC	Yes	No	No
Maintenance releases for OS	Yes	90 days	90 days
Minor and major releases for OS	Yes	No	No
Software application maintenance and minor releases	No	No	No
Software application major releases	No	No	No
Signature file updates	No	No	No
Registered access to Cisco.com for knowledge and online tools	Yes	No	No
Parts replacement	Standard: next business day delivery; options: 2 hour, 4 hour, onsite Return to factory (RTF) 10 days Return to factory (RTF) 45 days 10 days	Return to factory (RTF) 10 days	Return to factory (RTF) 10 days
Equipment covered	All	All	All

Operating system software support

Q. Are Cisco software updates included with the SP Base contract?

A. Yes. For Cisco operating systems such as Cisco IOS Software and Cisco Catalyst OS, all software updates for licensed feature sets for the customer's covered platform are part of the basic program. Software updates include bug fixes and maintenance, minor, and major releases within a feature set. There is no additional charge for updates as long as the product remains under Cisco SP Base coverage.

Q. Other vendors say they offer software upgrades. Why does Cisco use the term software updates with SP Base?

A. It is really just a difference in terminology. Cisco has chosen to attribute the term upgrade to when a customer moves from one software feature set to another. A major release within a software feature set is the Cisco equivalent of what other vendors call a software upgrade (an upgrade from 2.x to 3.x, for example).

Q. What software is my customer entitled to with SP Base?

A. Customers are entitled to all operating system software updates within their licensed feature sets for their covered devices. This includes operating system bug fixes and maintenance, minor, and major releases.

Q. How does a customer obtain software updates included with Cisco SP Base?

A. Cisco IOS Software and Cisco Catalyst OS updates are available for download through the Cisco.com Software Center at <https://www.cisco.com/software>.

Q. Does SP Base include entitlement to remote or onsite software upgrade installation services?

A. No. Cisco SP Base services do not include software installation. The customer is responsible for software installation or may purchase these services from a Cisco channel partner. However, the services allow the company to call the Cisco TAC for help in this process.

Cisco Technical Assistance Center support

Q. How does my customer initiate a service request for assistance?

A. As with any Cisco technical service, customers will initiate a request for support through the online support tools or by contacting the Cisco TAC.

Q. Does the TAC support the smart-enabled portal and smart software collection?

A. These are provided on a self-support basis:

- Cisco owns and maintains rights to the smart-enabled portals, including the SP Base version, and collection software provided to its customers
- Customers can use the smart-enabled portals, including the SP Base version, and collection software as part of purchasing the SP Base Support service
- No TAC support for the smart-enabled portals, including the SP Base version, and collection software is provided as part of the SP Base foundation deliverables of the service. Customers can self-access the support forums and online training content

Advance replacement

Q. Are parts always delivered the next business day if the user has a contract with that option?

A. Parts are delivered the next business day during regular business hours, where available. If next business day service is not available, Cisco offers same day ship (SDS) service, where the parts are shipped from the depot the same day. However, for receiving locations outside the United States, the exact delivery date is subject to issues outside of Cisco

control, such as customs and duty for the receiving country. Your customer should contact its Cisco representative to verify what level of service is available in its area.

Other Cisco Services available for partner resale to service providers

Q. What other TS services are available for partner resell to service providers?

From entry-level services to high-value services, Cisco has technical services specifically designed to meet the specific needs of service providers. Selling service provider TS services enables partners to engage in strategic discussion about the service provider's business needs. In particular, high-value services are about unlocking/maximizing product investments. More information is available at [High-Value Services for Partners on Sales Connect](#).

Further information

Q. Where can I find more information about SP Base?

A. You can learn more about [SP Base on Services Partner Hub on Sales Connect](#) or reach out to your Cisco account team.

Q. Where can I find more information about Cisco Services?

A. More information about Cisco Services is available at <https://www.cisco.com/go/supportservices>. (Partners log in to see more options.)



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