



Instant Connect

FAQs

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Cisco Instant Connect

1. What is being announced?

Cisco announces that effective April 4, 2018, Chicago-based Dillon Kane Group (DKG) acquired the Cisco Instant Connect product and will assume responsibility for its development and future roadmap. A long-standing, trusted Cisco partner, DKG has the experience and expertise to drive Instant Connect along a continued path to success. Cisco remains committed to Instant Connect, and will continue as a go-to-market channel for Instant Connect. Cisco intends to add Instant Connect to the Cisco Global Price List (GPL), as part of the Cisco SolutionPlus program. Details on the SolutionPlus program will be available in the coming weeks. Additional information on the acquisition can be found [here](#).

2. Why is Cisco transitioning ownership of Cisco Instant Connect?

Cisco continuously evaluates its strategic objectives and product priorities. We believe transitioning Instant Connect to DKG is the right move to fully evolve and support the product to serve the best interests of our customers.

3. When will the transfer occur?

The transition of Instant Connect is effective as of April 4, 2018. DKG has assumed management of the product development roadmap, go-to-market activities, and support.

4. Why is DKG the right choice for Cisco Instant Connect?

Cisco selected DKG based upon careful evaluation. They are a long-time product development partner of Cisco's that has an expanding portfolio of communications solutions. DKG's focus on the operational communications market, combined with their technical capabilities and support organization will provide the required product and customer support infrastructure for Instant Connect's success in the marketplace. DKG specializes in taking over and continuing the development of product solutions, maintaining user community continuity, and support.

5. What kind of experience does DKG have with this type of solution?

DKG has been developing software solutions since 2002. Because significant interdependencies exist between operational users and private and public networks, DKG has been working collaboratively with clients in multiple vertical segments to develop software solutions that streamline operations. DKG continues to work with major clients to source and develop specialized solutions that address growing cost and connectivity issues.

6. What products are involved in this transition?

The Cisco product numbers will be modified to DKG numbers as part of the transition of Instant Connect to the Cisco SolutionPlus program. Your Cisco account representative will provide the revised product numbers.

7. What is the support plan for Cisco Instant Connect after the transition?

Current customers with support contracts will continue to contact Cisco for support related issues, with DKG assuming ongoing technical support obligations for Instant Connect. Support questions should be directed to Cisco's Customer Interaction Network (CIN). Customers may email Cisco using ask-smart-services@cisco.com or by calling +1 877 330-9746. To ensure high levels of customer satisfaction, DKG plans to establish a separate business unit focused on Instant Connect, incorporating both product development and support operations. To help maintain continuity for customers, DKG will operate the Instant Connect support model using the Cisco Interaction Network processes.

8. What impact will this transition have on my organization?

Cisco and DKG are working closely together to ensure this transition is seamless for Instant Connect customers. Current customers can continue to purchase Instant Connect as before. New solution licenses can be purchased using the revised Cisco SolutionPlus product numbers. DKG is a Cisco partner who will operate the Instant Connect support model using the Cisco Interaction Network (CIN) processes.

9. Will all existing purchased licenses transfer to DKG?

Cisco will honor all current licenses that are on a perpetual term. Upgrades, software maintenance and support renewals will be through DKG.

10. Is there a change in Cisco's strategy, application software, or other software applications?

No, the decision to transition Instant Connect is part of Cisco's continuous evaluation of its solution portfolio. Cisco's current Unified Communications strategy remains the same. The transition of Instant Connect to DKG provides dedicated development, support, services, and go-to-market capabilities. The planned inclusion of Instant Connect in Cisco's SolutionPlus program will give Cisco the ability to continue to sell the solution as part of our Unified Communications portfolio, fulfilling the strategic communication needs of our customers.

11. Will Instant Connect still integrate with Cisco Call Manager, Contact Center, and Spark?

Yes, Instant Connect will continue to be integrated with Cisco Collaboration products.

12. What will happen to existing customer support contracts (SAS/SWSS)?

Cisco will continue to honor existing SAS/SWSS support agreements for the remaining term of those agreements for the 4.10.2 and 5.x Instant Connect software. Current customers can upgrade to Instant Connect 6.x, the DKG branded software that is targeted to be orderable at the end of April 2018. DKG will continue to maintain and build off of the 6.x release. Previous releases of 4.10.2 and 5.x will be maintained through DKG as part of the existing customer support contracts. Customers and partners can also consult directly with DKG for upgrade support and transition services as well as software and maintenance renewals.

13. How will the Instant Connect roadmap be impacted?

The release of version 6.x of Instant Connect will have feature parity with the 5.0.3 release. DKG will assume responsibility for its development and future roadmap.

14. Who is the key contact at Dillion Kane Group?

John Morrell
Sr. Managing Director
Dillon Kane Group
instantconnect@stagr.com
+1 240-401-2349

15. How do I contact Cisco?

instant-connect-questions@cisco.com