



Service Description: Advanced Services – Fixed Price

Cisco Collaborative Professional Services FlexPod Technical Consulting Accelerator Service (ASF-CPSA-FXPT)

This document describes Advanced Services Fixed Price: Cisco Collaborative Professional Services FlexPod Technical Consulting Accelerator Service under the Collaborative Professional Services Program (“Program”).

Related Documents: This document should be read in conjunction with the following documents also posted at www.cisco.com/go/servicedescriptions/: (1) Glossary of Terms; (2) List of Services Not Covered. All capitalized terms in this description have the meaning ascribed to them in the Glossary of Terms.

Direct Sale from Cisco to Authorized Channel. If you have purchased these Services directly from Cisco, this document is incorporated into your Collaborative Professional Services Agreement (“Agreement”), Collaborative Professional Services – General Service Terms under the Cisco Services Partner Program, a services exhibit that addresses transaction advanced services (“AS-T”) or an equivalent agreement executed between you and Cisco which authorizes your participation in the Program. In the event of a conflict between this Service Description and your Agreement or equivalent services exhibit or agreement, this Service Description shall govern. For purposes of an AS-T exhibit executed between Cisco and Authorized Channel, this Service Description shall be deemed as a Statement of Work (“SOW”).

Cisco Collaborative Professional Services FlexPod Consulting Accelerator Service

Service Summary

The Cisco Collaborative Professional Services FlexPod Technical Consulting Accelerator (TCA) Service is designed to accelerate Authorized Channel’s transition to a profitable data center/Cloud services practice based on integrating disparate compute, storage, and network components into a unified FlexPod infrastructure solution that scales to fit a variety of business outcomes. The FlexPod TCA service is comprised of consultative workshop sessions delivered during Cisco Standard Business Hours within the country where the Authorized Channel is located.

The consultative workshops provide knowledge of skills and business models to market, sell and deliver a FlexPod solution as well as technical capabilities to design, implement and/or operate a FlexPod-based infrastructure. The FlexPod TCA consists of the following parts:

Part 1: FlexPod Introduction and Building Services Practice

Provides an overview of the FlexPod solution and market opportunities including various services that can be included within the Authorized Channel’s FlexPod portfolio. Also included are the methodology and key steps to building a successful FlexPod services practice.

Part 2: FlexPod Architecture and Design

Provides a broad understanding of the joint Cisco-NetApp FlexPod Architecture Framework including positioning and alignment of technology components as well as specific product overlays. Also includes an overview of various FlexPod-based Cisco Validated Designs [CVDs].

Part 3: FlexPod Implementation and Management

Provides a high-level configuration and implementation sequence required for FlexPod as well as overview of Application workloads on FlexPod and integrated FlexPod management solutions.

Delivered to the FlexPod Consulting Accelerator Consultative workshop Sessions Authorized Channel participants target audience:

Services Sponsor: Practice Director
Lead Delivery/Engagement Manager
Lead Project Manager
Lead Business Solution Architect
Lead Solution Architect
Lead System Engineer/Pre-Sales Solution Specialist

Location of Services

Services are delivered remotely to Authorized Channel.

FlexPod Consulting Accelerator Service Consultative Workshop Sessions

Cisco Responsibilities

- Work with Authorized Channel to schedule a kick-off meeting and agree to the Services schedule, including commencement dates for the consultative workshop sessions.
- Provide a quantity of five (5) remote consultative workshop sessions for a maximum duration of up to twenty five (25) Business Days to Authorized Channel participants using a delivery method at Cisco’s discretion and delivered over a shared medium via internet and/or teleconference.

- Prior to completion of each consultative workshop session, provide the following Deliverables in electronic format:
 - FlexPod TCA Presentation Slides
 - Technical Resource Library containing FlexPod-related Cisco Validated Designs, leading practice design and implementation guides as well as FlexPod white papers and application solution briefs

Authorized Channel Responsibilities

- Work with Cisco to schedule a kick-off meeting and agree to the Services schedule which shall include commencement dates of the consultative workshop sessions.
- Manage Authorized Channel's logistics of the consultative workshop sessions to include scheduling of Authorized Channel participants for all sessions.

General Authorized Channel Responsibilities

- Authorized Channel shall ensure that, End User understands and agrees i.) that Authorized Channel is providing its own proprietary services together with the Cisco Services herein; and ii) that in connection with Authorized Channel's performance of its own proprietary services, Authorized Channel must provide to Cisco certain End User information, documents and/or other technical data as required for Cisco's subsequent use in connection with Cisco Services.
- Authorized Channel will be solely responsible for documenting any recommendations made by Cisco during the delivery of the Services.
- Authorized Channel is solely responsible for all interactions and communications with End User and the provision of services and deliverables to End User.
- Authorized Channel acknowledges that the completion of Services is dependent upon Authorized Channel meeting its responsibilities as indicated herein.
- Authorized Channel shall nominate a dedicated services sponsor (as listed in Target Audience) who shall be required to attend all relevant consultative workshop sessions described herein.
- Identify Authorized Channel's personnel and define their roles in the participation of the Services; such personnel may include but are not limited to Target Audience; and the maximum number of Authorized Channel participants attending any one of the consultative workshop sessions shall not exceed ten (10) participants.
- Ensure Authorized Channel's personnel are available to participate during the course of the Services to provide information and to participate in scheduled information gathering sessions, interviews, meetings and conference calls.
- Ensure that Authorized Channel personnel participating in consultative workshop sessions have prerequisites, including a laptop and access to other facilities as necessary to participate in the remote sessions.

- Services provided by Cisco comprise technical advice, assistance and guidance only.
- Authorized Channel expressly acknowledges and agrees that it is solely responsible for the determination and implementation of End User's network design requirements and implementation of any recommendations provided by Cisco.
- Cisco shall not be responsible for the inability of Services to meet End User's network, design, business or other requirements and Authorized Channel shall remain responsible for the accuracy or completeness of the information during the provision of the Services described herein and for the final determination of End User's network design, architecture, implementation, business or other requirements.
- Authorized Channel expressly understands and agrees that the Services shall take place and be complete within ninety (90) calendar days from issuing a Purchase Order to Cisco for the Services herein.

License of Deliverables

Cisco grants to Authorized Channel a limited, revocable, non-exclusive, non-transferable license (a) to use, display, reproduce, modify, and distribute Deliverables; and (b) create, use, reproduce, and distribute derivative works of the Deliverables. The license herein is granted solely for Authorized Channel's support of End Users during the term of the agreement between Cisco and Authorized Channel and solely for use with Cisco products. Authorized Channel may not sublicense, to any persons or entity, any rights to reproduce or distribute the Deliverables. Cisco also may terminate this license upon written or oral notice to Authorized Channel, with or without prior notice.

Limitation

AUTHORIZED CHANNEL EXPRESSLY ACKNOWLEDGES AND AGREES THAT IT IS SOLELY RESPONSIBLE FOR THE DETERMINATION AND IMPLEMENTATION OF THEIR END USER'S NETWORK, DESIGN, BUSINESS, OR OTHER REQUIREMENTS. CISCO SHALL NOT BE RESPONSIBLE FOR THE FAILURE OF CISCO'S COLLABORATIVE PROFESSIONAL SERVICES, DELIVERABLES, REPORTS AND/OR RELATED SOFTWARE TO MEET END USER'S NETWORK, DESIGN, BUSINESS, OR OTHER REQUIREMENTS.

Representation of Cisco Brand

Authorized Channel agrees to comply with the Collaborative Services Branding guidelines located under "Resources" at <http://www.cisco.com/web/partners/services/programs/collaborative/index.html>, which is incorporated herein by reference.

Invoicing and Completion

Invoicing

Services will be invoiced upon completion of the Services.

Completion of Services

Cisco will provide written notification upon completion of the Services to Authorized Channel. The Authorized Channel shall

within five (5) Business Days of receipt of such notification provide written acknowledgement of Cisco's completion of the Services. Authorized Channel's failure to acknowledge completion of the Services or to provide reasons for rejection of the Services within the five (5) Business Day period signifies Authorized Channel's acceptance of completion of the Services in accordance with this Service Description.