



Service Description: Advanced Services – Fixed Price

Cisco Collaborative Professional Services – UCS Chassis Installation Plus Blades and OS Bundle QTY 1 Remote (ASF-CPSP-G-UCS-R)

This document describes Advanced Services Fixed Price: Cisco Collaborative Professional Services UCS Chassis Installation Plus Blades and OS Bundle available under the Collaborative Professional Services Program (“Program”).

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 shall provide a Quote for Services (“Quote”) setting out the appropriate fee that shall be paid by Authorized Channel for the services selected. Cisco shall provide the Business Video Guidance Service described below as detailed on Purchase Order that references the purchaser’s email address, Deal ID, Services Part No and Service Fee as defined in the Quote agreed between the parties and that, additionally, acknowledges and agrees to the terms contained therein.

Cisco Collaborative Professional Services UCS Chassis Installation Plus Blades and OS Bundle QTY 1 Remote

Service Summary

The Cisco Collaborative Professional Services (“CPS”) UCS Chassis Installation Plus Blades and OS Bundle QTY 1 Remote provides Remote UCS-B Chassis Installation with Blades with OS including: Configuration, Power ON test, Firmware upgrade, installation of OS/hypervisor up to 8 blades Or up to 8 standalone C-Series in one location Or up to 1 M-Series enclosure with up to 8 internal servers.

Location of Services

Services will be delivered remotely to Authorized Channel.

Requirement Gathering

Analyze the prerequisite End User information provided by Authorized Channel in order to understand the End User’s expectations and outline the process to be followed during the service.

Cisco Responsibilities

- Provide Authorized Channel with a Requirement Template, to capture the required business and technical requirements that Authorized Channel must gather from End User.
- Cisco’s performance under this service is based on the configuration identified at time of order. Cisco is not obligated to provide services if the configuration is changed or swapped during the term of the service.

Authorized Channel Responsibilities

- Update the requirement template with End User’s business and technical requirements and provide it to Cisco before/during the kick-off workshop

Remote Configuration

Remote configuration of the UCS with on-the-ground support from Authorized Channel

Cisco Responsibilities

- Remote configuration of Fabric Interconnects
- Remote Configuring of UCS to establish Network connectivity
- Remote Configuring of UCS to establish storage connectivity
- Service profile creation and vLAN remote configuration
- Remote Configuration of policies and pools
- Performing Power ON Test remotely
- Remotely upgrading the firmware
- Remote installation of OS/hypervisor – up to 8 blades

- Remotely address hardware or software issues such as a blade not booting, chassis not discoverable, BIOS unable to upgrade which might be encountered during the remote configuration/upgrade

Authorized Channel Responsibilities

- Provide access to End User's network for remote configuration/upgrade
- Provide suitable technical staff and resources during the remote configuration/upgrade by Cisco

End User Testing and Validation

Authorized Channel will work with the End User in order to execute various data validation and user acceptance tests. Cisco will observe the test execution remotely or via WebEx and provide assistance in terms of any clarification if and when required

Cisco Responsibilities

- Observe remotely via WebEx, the data validation and user acceptance tests being performed by Authorized Channel and End User.

Authorized Channel Responsibilities

- Provide WebEx details to End User and Cisco for the sessions during which Authorized Channel will work with the End User in order to execute various data validation and user acceptance tests.
- Provide final approval once testing is completed successfully

As-Built Document

As-Built document will capture all the accomplishments, issues faced and next steps based on the completion of UCS Chassis Installation and Configuration.

Cisco Responsibilities

- Post the completion of Remote Installation/Configuration of UCS Chassis, provide to the Authorized Channel with the As-Built document.

Authorized Channel Responsibilities

- Review with Cisco the As-Built document, providing comment and approval before it is formally completed and released.

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.
- Identify Authorized Channel's personnel and define their roles in the participation of the Services. Such personnel may include but is not limited to: architecture design and planning engineers, and network engineers.
- 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
- Services provided by Cisco comprise technical advice, assistance and guidance only. Authorized Channel expressly acknowledges and agrees that its 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.

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.

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.

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