



Service Description: Advanced Services – Fixed Price

Cisco Deployment Proof of Concept (POC) Service for Smart Connected Spaces (ASF-ESG-SCS-POC)

This document describes Advanced Services Fixed Price: For Cisco Smart Connected Spaces PDI Service for Proof of Concept (POC)

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.

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Cisco Deployment Proof of Concept (POC) Service for Smart Connected Spaces (ASF-ESG-SCS-POC)

Service Summary

Cisco will provide the following services to the Customer under this Smart Spaces POC. For purposes of this Service Description, "Smart Spaces" means a Cisco Smart+Connected Spaces workplace solution built on integrated Cisco and third party technologies (e.g. Bring Your Own Device (BYOD), collaboration, virtual desktop, networking, cloud, safety and security solutions), targeted at optimizing office space and resource utilization, and efficient hot desking performance. The scope of this service is limited to maximum of Ten (10) Meeting Rooms and/or Thirty (30) Workspaces.

- Project Management
- Customer Requirements Specification (CRS) documenting the use cases planned for the POC
- Implementation Design Development (IDD)
- Demo plan document
- Installation and Configuration
- Demo of the use cases

Deliverables

- Customer Requirements Specifications (CRS)
- Implementation Design Document (IDD)

Location of Services

- Services are delivered as a combination of remote and on site

Project Management

Cisco Responsibilities

- Providing Customer with a list of designated Cisco roles and responsibilities, for the various project aspects at time of Project Kick-Off or on agreed schedule.
- Working with Customer to identify and document dependencies, risks and issues associated with the successful completion of the project.
- Providing a Project Schedule highlighting all deliverables and appropriate milestones, outlining the

planned events of the project, showing resource, timescales and milestones.

- Co-coordinating and managing all Cisco responsibilities.
- Participating in regularly scheduled project review meetings or conference calls, if required.
- Providing Customer the details of personnel requiring access to Customer premises, at least five (5) business days prior to the scheduled dated Cisco requires access Customer premises.
- Delivering a weekly project status report to the Customer.
- Providing a handover, follow on actions, lessons learned, and exception reports (if necessary) upon project completion.
- Acting as the focal point for Change Management Procedure.

Customer Responsibilities

- Providing the Cisco PM with a list of designated Customer roles and responsibilities, for the deliverables.
- Providing “primary” and “backup” contact details for all sites associated with this engagement.
- Customer site contacts shall be accountable for providing necessary information, obtaining access clearances and shall interface as required with the Customer or third parties.
- Participating in regularly scheduled project review meetings or conference calls.
- Co-coordinating any external third party, such as in country Carrier/Telco activities, deliverables and schedules.
- Unless otherwise agreed by the parties, ensuring that Cisco’s request for information or documentation needed for the project is provided within three (3) business day of Cisco’s request.
- Notifying the Cisco PM of any Customer requested schedule changes at least ten (10) business days prior the scheduled activity. Cisco will use reasonable efforts to accommodate schedule changes and/or cancellations made after this time.
- Signing for delivery of Cisco products at designated location by authorized representative.

Customer Requirements Specification (CRS)

Cisco Responsibilities

- Providing checklist/questionnaire to Customer. This questionnaire would capture the actual implementation specific meeting room names in Exchange Mail Server, IEC IP Addresses, Access details for the services account for Exchange, Active Directory, Call Manager and other required features/applications.
- Conduct a requirements workshop with Customer over one (1) consecutive business day to identify business objectives along with technical configuration and security requirements. The workshop(s) shall also cover review of;

- Configuration options with Customer and document the same in the Customer Requirements Specification (CRS) Document.
- Decisions on the integration with the Customer’s Enterprise Directory Server, Microsoft Exchange, Cisco Call Manager Server (CUCM)
- Review completed checklist/questionnaire
- Conduct interviews with key members of the Customer’s organization and assess current infrastructure and configuration to support proposed Smart Spaces solution.
- Review and verify Customer network documentation and topologies.
- Draft the Customer Requirements Specification Document documenting business objectives, technical configurations.
- Reviewing the first draft CRS for comment and approval.
- Updating the CRS in accordance with Customer comments and provide for final review before it is formally completed and released.
- Provide Customer Requirements Specification Documents to Customer for review and approval.

Customer Responsibilities

- Provide Cisco with necessary information and documentation to develop Customer Requirements Specification document.
- Ensure the relevant Customer resources are available to attend the Cisco Customer Requirements Document workshop(s).
- Provide Customer business and technical requirements during workshops.
- Review and approve the Customer Requirements Specification Document with Cisco.
- The Customer must sign-off on the Customer Requirements Specification Document within three (3) business days upon receipt of the Customer Requirements Specification Document, giving their approval, before the project can proceed.
- Providing inputs to the pre-deployment checklist/questionnaire in a timely manner.

Implementation Design Development (IDD)

Cisco Responsibilities

- Working with Customer to understand network environment and to qualify Cisco’s understanding of their requirements for this project.
- Crafting a Implementation Design (IDD) document which shall be limited to the following:
 - Deployment Architecture
 - System Readiness for Integration
 - Summary of Solution Configuration for interfacing with other systems identified
 - Typical configuration for each Meeting space and Personalized Work Space
- Gather information from Customer containing Hardware, Software levels, topologies, and as-built configurations.

- Reviewing the first draft IDD with Customer for comment and approval.
- Updating the IDD in accordance with Customer comments and provide for final review before it is formally completed and released.
- Providing final IDD incorporating feedback from Customer following their final review.
- Provide to Customer the Implementation Design Document for review and approval.

Customer Responsibilities

- Providing IP addressing and subnet masks, network physical and logical schematics and any other necessary data to Cisco.
- If requested by Cisco, providing physical and logical network schematics for other network elements not included in the scope of this project.
- Review and approve the Implementation Design Document with Cisco.
- The Customer must sign-off on the IDD within three (3) business days upon receipt of the IDD, giving their approval to the proposed design, before the project can proceed.

Demo Plan Development

Cisco Responsibilities

- Create the Demo Plan Document that includes demo scenarios for the use cases identified for the POC, facility and infrastructure requirements, and tools requirements to declare Cisco's Smart Spaces deployment ready for use. Successful demo execution according to the Demo Plan will signify completion of the Installation and Configuration services.
- Provide to Customer the Demo Plan Document for review and approval.

Customer Responsibilities

- Assist Cisco in development of demo use cases, facility and infrastructure readiness.
- Review and approve the Demo Plan with Cisco.

Site Preparation

Cisco Responsibilities

- Prepare installation Site(s) in accordance with the requirements mentioned in the pre-deployment questionnaire, in particular, ensuring that suitable environmental conditions are met and adequate power is available and tested, at least three (3) days prior to the implementation.
- Verify that all necessary cabling is available at least three (3) Business Days prior to the implementation.
- Perform physical installation of the server(s).
- Ensure that VM template provided by Cisco is setup.

- Ensure that static IP addresses are allocated & configured for the VM and for the Interactive Experience Client.
- Ensure that signage's are mounted and connected to the Interactive Experience Client.
- Ensuring that configuration (if any) on Customer IT systems are taken care of (based on inputs provided in the pre-deployment questionnaire) – for e.g. setting up service account in Corporate LDAP(Lightweight Directory Access Protocol) for performing user authentication and fetching some user profile details, Setting up service account in Microsoft Exchange, CUCM etc.
- Install and verify the operation of all necessary external communications equipment not provided by Cisco, at least five (5) Business Days prior to the implementation.
- Provide remote VPN access to the site.
- Provide proper security clearances and/or escorts as required to access a site to provide Services.

Customer Responsibilities

- Perform site survey(s) of installation Site(s) in accordance with the Cisco provided pre-deployment questionnaire. This document provides a detailed specification of the interface requirements that have to be met at the installation site to enable the Cisco Products to be installed.
- Provide a list of any equipment that must be provisioned prior to implementation within three (3) Business Days of the site survey completion and provide any recommendations, if applicable. Implementation means the physical installation plus logical activities that are required to place products into the installation Site(s), configure commission and connect them together to produce a working network.

Installation and Configuration

Cisco Responsibilities

- Coordinate Cisco resource availability at the Customer's location(s) to install the Smart Spaces solution.
- Perform software installation, configuration and testing on Customer's assigned server(s), including installation and testing of the Smart Spaces Solution.
- Configure the Cisco Smart Connected Spaces application in accordance to the Implementation Plan Document.
- Integration with Customer IT systems and devices in close collaboration with Customer's technical team.

Customer Responsibilities

- Prepare the site in accordance with Cisco's product documentation site requirement guidelines to meet proper environmental conditions and make adequate power available.
- Handle delivery, installation, and configuration of equipment not provided by Cisco and required for the operation and performance of the network.
- Provide and install all cables external and in close proximity to Hardware and/or to racks.

- Verify that existing or newly installed equipment is functioning properly before Cisco is scheduled to begin installation.
- Verify the operation of all external communication equipment not provided by Cisco in order to ensure proper connectivity.
- Identify Customer Network topology and connectivity requirements.
- Provide internet access to a Cisco server for Software and firmware downloads.
- Provide adequate storage areas and ensure security.
- Provide remote access to the customer site using VPN.
- Ensure Customer'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.
- Providing a single point of contact, the Customer Project Manager (Customer PM), to whom all Cisco communications may be addressed and who has the authority to act on all aspects of the services.
- Designating a backup when the primary Customer PM is not available.
- Customer expressly understands and agrees that the Services shall take place and complete within ninety (90) calendar days from issuing a Purchase Order to Cisco for the Services herein.
- Providing Cisco with a copy of their health and safety policy prior to any site activity taking place and, if applicable, notify Cisco of any Personal Protective Equipment (PPE) required at least ten (10) business days prior to any relevant site activity. Customer must provide a single point of contact for any health and safety issues related to individual site(s).
- Ensuring that contracts with its vendors and third parties are fully executed and reflect the correct terms to enable Customer's business requirements to be met in full. In addition, Customer shall be responsible for all payments to, and the work performance of, all non-Cisco entities assigned to, or working on this project
- Providing reasonable access to Customer site(s) and facilities including, where applicable, computer equipment, telecom equipment, facilities and workspace. Customer shall provide proper security clearances and/or escorts as required to access the site for equipment installation.
- Reviewing and executing a Milestone/Service Completion Certificate upon completion of the milestones. Customer shall not delegate to any third party or assign the task of accepting or assessing completion of Milestones.

Demo Solution Features

Cisco Responsibilities

- Perform a demo of the solution features in accordance to the Demo Plan Document after completion of Installation and Configuration.
- Notify the Customer of any failures and work to identify the problem and resolution.

Customer Responsibilities

- Provide at least two (2) suitably skilled and trained resources to operate Cisco products during demo support provided by Cisco.
- Customer is the governing authority of the services provided by Cisco and retains full responsibility for the leadership, review, and approval of actions taken.
- Review and approve the results as documented in Demo Plan Document with Cisco.

General Cisco Responsibilities

- Providing a designated Cisco representative for all project issues within the scope of the project.
- Providing relevant Milestone/Service Completion Certificate to the Customer to be reviewed and executed by the Customer Project Manager or designated representative upon completion of the milestones.

General Customer Responsibilities

- All information (such as but not limited to: designs, topologies, requirements) provided by Customer is assumed to be up-to-date and valid for the Customer's current environment. Cisco Services are based upon information provided to Cisco by Customer at the time of the Services.
- Customer acknowledges that the completion of Services is dependent upon Customer meeting its responsibilities as indicated herein.
- Identify Customer'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.

Assumptions & Exclusions

- Any acceptance tests conducted as part of the Services apply only to the Services detailed in this document and do not constitute acceptance or rejection of any Products purchased or licensed separately by Customer..
- All Documentation Deliverables will be provided in electronic form.
- Any additional costs incurred by Customer as a result of delays are the sole responsibility of the Customer.
- Customer remains responsible for their own vendors and third parties providing services.
- Customer is responsible for any product that fails during implementation.
- Customer must ensure that all necessary permits, authorizations and approvals have been secured in order that Services as set forth can proceed.
- Customer will communicate to Cisco any relevant network design change that would impact the effort required, and Customer will be responsible for any additional costs incurred by Cisco.
- In the event Customer requests changes to personnel assigned by Cisco, then Cisco will be allowed a schedule

extension of Services of up to thirty (30) Business Days to make such personnel changes.

- Customer site(s) must meet at least the minimum level of employee health and safety specifications in accordance with in-country legislation requirements. Customer will provide Cisco with a copy of their health and safety policy prior to any site activity taking place and, if applicable, notify Cisco of any Personal Protective Equipment (“PPE”) required prior to the commencement of any services. Customer must provide a single point of contact for any health and safety issues related to individual site(s).
- Customer is responsible for providing Cisco with reasonable access to the site(s) and facilities including, where applicable, computer equipment, telecom equipment, facilities and workspace. Customer shall provide proper security clearances and/or escorts as required to access the site for equipment installation.
- Where applicable, Customer shall ensure that the site shall be ready prior to the date scheduled for Cisco to perform the Services.
- Where applicable, Customer is responsible for electrical engineer(s) to cable and connect between Cisco DC

powered equipment and Customer DC supplies. Customer should engage a competent electrician.

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 Customer. The Customer shall within five (5) Business Days of receipt of such notification provide written acknowledgement of Cisco’s completion of the Services. Customer’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 Customer’s acceptance of completion of the Services in accordance with this Service Description.