



## Service Description: Cisco Mobility Experience Optimization Service (CON-AS-MEOS)

This document describes Cisco Mobility Experience Optimization Service.

**Related Documents:** This document should be read in conjunction with the following documents also posted at [www.cisco.com/go/servicedescriptions/](http://www.cisco.com/go/servicedescriptions/): (1) Glossary of Terms; (2) List of Services Not Covered; and (3) Severity and Escalation Guidelines. All capitalized terms in this description have the meaning ascribed to them in the Glossary of Terms.

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### Service Summary

Mobility Experience Optimization Service provides Strategy and Analysis, Design Review, Design Consulting, Performance Tuning Support, Change Support, Knowledge Transfer Session, Ongoing Flexible Support, Onsite Education Session Mobility Insight Services, Cisco Managed Mobility Experience Services and Cisco Wi-Fi Engage Services in support of Cisco's family of mobility solutions. Cisco shall provide the Mobility Experience Optimization Service described below as selected and detailed on the Purchase Order for which Cisco has been paid the appropriate fee. Cisco shall provide a Quote for Services ("Quote") setting out the extent of the Services and duration that Cisco shall provide such Services. Cisco shall receive a Purchase Order that references the Quote agreed between the parties and that, additionally, acknowledges and agrees to the terms contained therein.

### Cisco Mobility Experience Optimization Service

The integration of the following solution components is supported, as applicable at the mobility solution-level, under this Service Description:

- Cisco Connected Mobile Experience ("CMX")
- Cisco Enterprise Mobility Service Platform ("EMSP")

- Cisco Mobility Service Engine ("MSE")
- Cisco Mobility Insights Service ("MIS")
- Cisco Prime Infrastructure ("PI")

For product-level support and product-level optimization, Customer must refer to solution component product documentation.

The following solutions are defined as Cisco mobility solution under this Service Description:

- Cisco Mobility Experience Services for Wi-Fi Engage
- Cisco Managed Mobility Experience Services
- Cisco Mobility Insights Services

The quantity, delivery frequency of the Deliverables, scope of solution and solution components covered, and efforts for ongoing Activities will vary depending on Customer requirements and what Customer and Cisco mutually agree upon when Services are purchased.

### General Service Responsibilities of Cisco

Cisco's Mobility Experience Optimization Service consists of the provisioning of, at a minimum, an Advanced Services Engineer described under General Support below, from the Services described below, which Cisco shall provide for the Customer's Network during Standard Business Hours (unless stated otherwise). Cisco shall provide the following General Support provisions for all Services selected by Customer under the Mobility Experience Optimization Service:

- Designate an engineer ("Advanced Services Engineer") to act as the primary interface with the Customer for its Cisco mobility solution or pre-defined Cisco Project Manager. The Cisco mobility solution Project Manager/ Advanced Services Engineer to provide ongoing support, advice, and guidance with Cisco's mobility solution technology and Customer's mobility design issues.
- Schedule with Customer up to the quoted quarterly business review ("QBR") visits per year (not to exceed seven (7) days in aggregate) to kick off the engagement, review proactive Deliverables and Activities and to plan for next quarter. Additional visits will be mutually agreed at Cisco's then-current travel and labor rates.
- Schedule periodic conference calls (weekly, bi-weekly, or monthly) to review Customer's mobility solution status, planning and the Services being provided.
- Establish a Customer-specific Cisco email alias to facilitate communication with Advanced Services Engineer.

- Provide certain Data Collection Tools that Cisco identifies as appropriate for mobility solution data collection during the Term of the Services, provided that all fees due and owing to Cisco under this Service Description have been paid. Data Collection Tools may or may not include Hardware or Software. Customer acknowledges and agrees that Cisco shall retain full right, title and interest to the Data Collection Tools. In addition to Cisco provided tools, the Advanced Services Engineer may utilize Customer provided data, scripts or internal tools to assist in collecting data from the mobility solution.
- Draft Customer Requirements Document (“CRD”) of business, functional, and integration requirements.
- Provide the CRD to Customer for review and approval.
- Conduct a meeting with Customer to present the findings of the session and the Customer Roadmap and Strategy Presentation and CRD to Customer key stakeholders and project sponsor.

### Design Review (OPT-MOS MEOS DR)

The design review consists of a series of meetings between Customer networking staff and a Cisco engineer to develop a thorough understanding of Customer design requirements. Cisco consultants work with Customer to develop a strong Mobility Solution. The Cisco design methodology considers all aspects of Customer’s mobility infrastructure, including existing and planned architecture.

- Review of the Customer’s existing and planned mobility solution design.
- Review design requirements, priorities, and goals by comparing business direction and feature/functionality requirements to the current design
- Identify functionality gaps between existing mobility solution and proposed new requirements
- Review network architecture and topology, including wireless LAN analysis, existing radio frequency (RF) deployment, and/or frequency use
- Identify integration requirements with Cisco Enterprise Mobility Service Platform and CMX
- Provide a Design Review Report which typically includes:
  - Customer’s design requirements, priorities, and goals.
  - Design recommendations, functionality gaps, and design concerns.
  - Architecture changes, captive portal enhancements, Mobility Insights Portal enhancements, performance improvements, system changes, and/or application migration

### Design Consulting (OPT-MOS MEOS DC)

Ongoing design consultation helps Customer to review existing Cisco Mobility Solution. Validate that proposed changes meet design goals and objectives.

- Provide on-going design consultation via regular interactions (weekly, bi-weekly, or monthly calls and email) that may include, amongst other information:
  - Discuss evolving design requirements, priorities, and goals.
  - Review impact of new requirements on existing mobility solution.
  - Consultation on Cisco mobility solution architecture concerns.
- Provide Cisco Mobility Solution architecture planning assistance by working with Customer staff to review existing architecture and analyze readiness of existing architecture and infrastructure to support cloud-based

### Specific Service Responsibilities of Cisco

In addition to the General Responsibilities, Cisco shall provide the following:

#### Strategy and Analysis (OPT-MOS MEOS SAS)

The Mobility Experience Strategy and Analysis Services helps the Customer understand how to align and correlate their mobility strategy to their mobility application strategy while addressing line-of-business drivers, business outcomes, IT innovation outcomes, and operational outcomes. The strategy process and service methodology is highly interactive bringing line-of-business and IT stakeholders together.

- Conduct one Personalized Mobility Engagement session (up to 1-2 days on-site or remote).
- Capture and review Line of Business Drivers and Requirements, Identify use cases, functional requirements and user requirements.
- Assess and capture as-is and to-be business workflows and processes that will align with Cisco mobility solution
- Capture Key Performance Indicators (KPI) /business metrics that will be measured against use cases
- Identify business drivers and key mobility solution metrics
- Gather integration requirements for applications and enterprise systems, as applicable by deployment size.
- Review Infrastructure requirements and determine gaps to enable prioritized use cases.
- Capture and review the technical and integration requirements: mobility app, enterprise mobility service platform, enterprise system/applications, and network infrastructure, as applicable by deployment size, in the current-state network.
- Work with Customer to identify and prioritize applicable use cases based on business requirements within scope for the project.
- Document requirements and use case recommendations.
- Provide mapping of use cases to Products and Services.
- Draft a Customer Roadmap and Strategy Presentation capturing mobility solution proposal as follows:
  - Use Cases Identified
  - High Level Mobility Experience Architecture
  - Strategy Roadmap
- Provide the Customer Roadmap and Strategy Presentation to Customer for review and approval.

Cisco mobility solutions such as, but not limited to the following:

- Existing and planned wireless network controller configuration template to determine whether it will support the introduction of mobility capabilities (Authentication portal feature, Wi-Fi Analytics, Cisco Enterprise Mobility Service Platform-based mobility solution, etc.)
- Existing and planned portal design and metrics to be displayed, prioritized etc.
- Existing and planned Guest Wi-Fi design and configuration

#### **Performance Tuning Support (OPT-MOS MEOS PTS)**

Cisco will provide periodic, ongoing system analysis to maintain, tune and optimize a high-performance Cisco mobility solution.

- Mobility Solution Performance:
  - Review system performance and verify Cisco mobility solution performs optimally as per design.
  - Identify appropriate adjustments to address scale, performance, and capacity to the Cisco mobility solution.
  - Proactively address performance, reliability, and availability
  - Upon performance review, Cisco will report updates to existing deployment, if any, to address optimal performance during quarterly business reviews

#### **Change Support (OPT-MOS MEOS CS)**

Cisco will evaluate the potential effects of proposed major network changes. Cisco will provide remote support related to system changes that affect the Cisco mobility solution.

- Review changes of existing Cisco mobility solution corresponding to new mobility requirements before they are implemented
- Provide remote support during certain mobility solution changes during Normal Business Hours
- Provide assistance with wireless LAN controller configuration changes as specifically related to the Cisco mobility solution
- Provide assistance with software upgrades, design changes, bug fixes, or configuration changes related to Cisco mobility solution
- Provide support for mobile application change, as applicable to new design requirements within Cisco mobility solution, or as driven by integrated third-party application-programming interface changes
- Provide support for new floor plans and site maps imported into Cisco Prime Infrastructure and Cisco Connected Mobile Experience
- Post-mortem root cause analysis for service-impacting outages
- Assist in escalation of product issues. Customer is responsible for opening all Cisco TAC cases and

maintaining service contracts such as SMARTnet for core technical support issues, as applicable.

#### **Knowledge Transfer Session (OPT-MOS MEOS RKTS)**

The Mobility Experience Optimization Service knowledge transfer session helps increase the proficiency of Customer's network support organization by assessing the skills and knowledge required to support the Cisco mobility solution. Specific tasks include evaluating staff capabilities, developing knowledge transfer requirements and a curriculum, and delivering custom training workshops.

- Develop customized informal knowledge transfer material or topics of interest
- Provide Cisco Enterprise Mobility Service Platform portal administration knowledge transfer.
- Deliver remote knowledge transfer sessions about Cisco mobility solutions and technologies Customer is using.

#### **Ongoing Flexible Support (OPT-MOS MEOS OFS)**

Cisco will provide informal, Ongoing Flexible Support for incremental changes to the Cisco mobility solution. This may be applied to other work items within Mobility Experience Optimization Service. Advanced Services Engineers will be assigned as work items are selected throughout the duration of the service contract.

- Provide technical expertise to assist with the planning and design of future deployments and integrations from an architectural perspective.
- Provide technical expertise to assist with questions and debugging of an existing deployment and integrations from an architectural perspective
- Provide technical expertise and advisory support for changes to integrated mobile applications, platforms, infrastructure, and enterprise systems, as per new design requirements
- Provide technical expertise importing applicable sites and floor plans, as per new design requirements, and configure analytics zones
- Provide advisory support regarding planning and program enablement activities including use cases user management, success criteria, etc.
- Provide advisory support regarding overall deployment process from an architectural perspective (overall solution, technical architecture, integrations, etc.).
- Provide technical expertise and advisory support for Captive portal design, creation, and review
- Provide technical expertise and advisory support for solution testing and implementation for Proof-of-Concept, Pilot, and Product solution deployments
- Assist in escalation of product issues. However, Customer is responsible for opening all Cisco TAC cases and maintaining service contracts, as applicable

- Provide advisory support to Customer in regards to ongoing user rollouts, roadmap maintenance

### Onsite Education Session (OPT-MOS MEOS OES)

Cisco will provide knowledge transfer and education on deployed mobility solution via an onsite workshop based on a Customer selected Mobility Experience topics.

### Cisco Mobility Insight Services (OPT-MOS MEOS MIS)

Cisco offers a service that provides key Mobility insights based on business and operational metrics and KPIs. To aid in the communication of key metrics, a customizable Mobility Insight Portal may be hosted on the Cisco cloud and could include information such as: the operational state of the WLAN infrastructure and mobility solution, location and/or based information, information derived from any application integrations and mobile application user data.

Key components of the Mobility Insights Services include:

- Provide descriptive, diagnostic, and discovery insights and provide timely, business and operational guidance and recommendations for Customer's Cisco mobility solution
- Proactive maintenance with updates, security patches, and high availability on any Cisco provided portal or dashboard used to provide Mobility Insights
- Provide key-performance indicators and metrics for business, IT innovation, wireless operational outcomes driven by the design of customized dashboards and portals.
- Provide Cisco Mobility Insights Solution support to include the following:
  - Provide same business day response for support requests by email: support-mis@cisco.com.
  - Customer assistance in using the Portal features as applicable to the delivered solution and scope
  - Cisco Mobility Insight Service support availability Monday-Friday, 8am – 5pm PST.
  - Provide online support documentation
  - Provide software upgrades and change management coordination for Cisco Mobility Insight Service

### Cisco Managed Mobility Experience Services (OPT-MOS MEOS MMES)

Compute, storage, and network bandwidth for instantiation of Cisco mobility solution hosted by Cisco.

- Provide a Cisco mobility solution, comprising of key service supported solution components instance and remote access through Internet
- Provide remote 24x7x365 monitoring of Cisco mobility solution.
- Provide secure, remote access the Cisco mobility solution interface
- Provide Cisco Managed Mobility Experience Services

support to include the following:

- Provide same business day response for support requests by email: support-mei@cisco.com.
- Customer assistance in using the MMES features as applicable to the delivered solution and scope
- Cisco Mobility Managed Mobility Service support availability Monday-Friday, 8am – 5pm PST
- Proactive management of cloud infrastructure resources (compute, storage, connectivity)
- Provide Change Management coordination & software implementation support

### Cisco Mobility Experience Services for Wi-Fi Engage (OPT-MOS MEOS MES)

Cisco offers a service that enhances in-venue user experiences through captive portals. Cisco will provide basic captive portal and experience zones with Customer branding.

- Create Wi-Fi Engage Captive Portal
  - Provide Configuration assistance to integrate portal into Cisco WLAN or Meraki infrastructure
  - Create Experience Zones and map to Locations and SSID/Access Points
  - Using the out-of-box features, perform basic portal customization and style sheet editing.
  - Apply customer branding, logos and color scheme to captive portal
  - Configure captive portal buttons, images, etc with Customer provided URLs
  - Configure out-of-box modules (incl. Welcome, Notice, Promo, Assistance, Feedback, Videos)
  - Select and Integrate (1) of the authentication methods below:
    - Social Media (Facebook, Twitter, LinkedIn, Google+)
    - SMS
    - SMS combined with Social Media
- Execute test plan
  - Test and Validate end to end user experience of captive portal
  - Identify any remediation steps
  - Gain final customer approval and sign-off of solution.
- Conduct (1) 120 minute Knowledge Transfer training session to customer stakeholders
  - Review Usage and Management of Admin Interface and Analytics
  - Review Usage and Management of Experience Zone Manager App
  - Review WLAN integration specifics
  - Review Support structure
- Create and deliver Solution Design and Deployment Document, which includes requirements, design, testing, and implementation activities.

### General Responsibilities of Customer

## General Services

Customer shall comply with the following obligations for General Services for any Activities specified in the Quote:

- Identify a designated representative who will liaise and engage with Cisco for the duration of the Services.
- Provide reasonable access and proper security clearances and/or escorts as required to Customer site(s), facilities and workspace including, where applicable, computer equipment, telecom equipment, as Integrator and Cisco may require to enable them to provide the Services and comply with both Integrator and Cisco Responsibilities set forth herein.
- Ensure that Cisco's requests for information or documentation needed for the project is provided within three (3) Business Days of such requests, unless the parties agree to another time period for response.
- Customer's technical representatives will provide or Cisco with such information, data and documentation as may be required to enable Integrator and Cisco to provide the Services and comply with their respective responsibilities set forth herein including but not limited to: (a) information relating to Customer's network, design, business and other applicable requirements: (b) functional and/or technical documentation relating to such requirements: and (c) topology maps, configuration information and existing and proposed network infrastructure.
- If Cisco provides Data Collection Tools or scripts located at Customer's site, Customer shall ensure that such Data Collection Tools or scripts are located in a secure area, within a Network environment protected within a firewall and on a secure LAN, under lock and key and with access restricted to those Customer employee(s) or contractor(s) who have a need to access the Data Collection Tools and/or a need to know the contents of the output of Data Collection Tools. In the event Data Collection Tool provided by Cisco is Software, Customer agrees to make appropriate computers available and download Software as needed. Customer shall remain responsible for any damage to or loss or theft of the Data Collection Tools while in Customer's custody. Customer must immediately return any and all associated Cisco materials (hardware, software and documentation), including but not limited to, Data Collection Tool(s) to Cisco as instructed by Cisco, upon the earlier of: (i) expiration or termination of the Service or (ii) Cisco's request to Customer that materials be returned to Cisco.
- Provide a Network topology map, configuration information, and information of new features being implemented as needed.
- Notify Advanced Services Engineer of any major Network changes (e.g., topology, configuration, new software releases.).
- In the event the Network composition is altered, after the Services selected under this Service Description have become effective, Customer is responsible to notify Cisco in writing within ten days (10) of the change. Cisco may require modifications to the fee if the Network composition

has increased beyond the original pricing quote for Services.

- Create and manage an internal email alias for communication with Advanced Services Engineer.
- Retain overall responsibility for any business process impact and any process change implementations.
- Customer expressly understands that the following are out of scope under this Service Description:
  - End-User Training
  - End-User Support
  - Pre- or Post-Deployment RF Site Survey/RF Design
  - Application Readiness Assessment
  - Remediation cost to upgrade/install any hardware, software or licenses to support additional CPI or MSE/CMX instances, e.g. additional virtual machines to support CPI/MSE/Access Point expansion.
  - Enterprise Application Assessment
  - WLAN infrastructure Readiness for Mobility Services
  - Design and deployment of Public Key Infrastructure (PKI)
  - Assessment Service for Cisco mobility solution
  - Configuration for any equipment other than specified solution components
  - Network performance validation
  - Formal training for staff (outside of informal knowledge transfer)
  - Cabling and physical installation of any equipment
  - Design and deployment for Virtualization and Collaboration technologies
  - Design & deployment of advanced LAN / WAN infrastructure beyond the capabilities required to directly support the Cisco mobility solution.
  - Software enhancements or development beyond scope of this Service Description
  - Any service not set forth in this Service Description is out of scope

### Specific Service Responsibilities of Customer

Customer shall comply with the following obligations as required specific to the Activities specified in the Quote:

#### Strategy and Analysis (OPT-MOS MEOS SAS)

- Work with Cisco to schedule Personalized Mobility Engagement session
- Provide to Cisco a list of Customer project sponsor(s) and both key business and technical stakeholders (and/or decision makers) for mobility enablement.
- Designate Customer personnel responsible for providing use case analysis, KPI/business metrics, business drivers, and feedback during the session.
- Participate in a conference call prior to session to provide information and review agenda for session.
- Ensure Customer key personnel participate in the session to include representation for each business and technology discipline.

- Provide necessary documentation prior to the onsite discussions, which may include some or all of the following: a) business drivers that are enabled by the network; b) network architecture diagrams; c) any "in flight" projects that might be impacted by the project.
- Identify use cases (the "Use Case") within scope for the mobility project.
- Review and approve the Customer Roadmap and Strategy Presentation and CRD with Cisco before implementation
- Participate in a conference call post session to validate/gather additional information to create the proposed Conceptual Architecture.
- Schedule Customer key business and technical stakeholders and project sponsor to attend the presentation of the session summary.

#### **Design Review (OPT-MOS MEOS DR)**

- Designate a Customer subject matter expert with knowledge of the Customer's environment/business requirements and the authority to access the required information
- Schedule key detailed design stakeholders and decision-makers to participate during the interview process.
- Submit to Cisco with current network topology
- Notify Cisco of any Cisco mobility solution changes that may impact the network
- Submit to Cisco requested information within 5 business days
- Review and approve the Design Review Report findings and recommendations.

#### **Design Consulting (OPT-MOS MEOS DC)**

- Provide business, technical and operational requirements and goals, and is the owner of the design.
- Provide information on the current Network as required, which may include:
  - Existing and planned wired network infrastructure, QoS, network design, etc.
  - Existing and planned network management infrastructure and operational procedures
  - Existing and planned client management processes
  - Information on any constraints faced by Customer information on current and planned traffic characteristics
- Assist with Wireless infrastructure relating to the following activities:
  - Access to Cisco wireless LAN controllers to configure, test, and deploy settings that will allow integration with Cisco mobility solution
  - Validate information regarding Cisco wireless LAN controller and Access Points across all sites
  - Provide information on the required authentication, security, QoS, mobility, fault and configuration policies to be applied to each wireless LAN controller and access point.
- Responsible for providing VPN termination router at Customer point. The VPN router should be able to support

IPSec Site-to-Site tunnel to Cisco data center using AES-256 encryption and pre-shared key authentication.

Note: (Cisco will make every effort to avoid IP address overlap between Customer's On-Site and Off-Site equipment, however in case the address overlap occurs then NAT will be required on Customer's on-site VPN router).

- Assist with Wired infrastructure relating to the following:
  - Provide information on VLANs, Firewalls, WAN Link and any other network information, which can impact the communication of Customer-Prem equipment with Cisco data center.

#### **Performance Tuning (OPT-MOS MEOS PTS)**

- Provides configurations about the Cisco mobility solution that need tuning

#### **Change Support (OPT-MOS MEOS CS)**

In addition to the General Responsibilities, Customer shall provide the following:

- Notify Cisco of Cisco mobility solution changes that may impact Customer's Network.
- Provide all necessary information required by Cisco to comply with its responsibilities.
- Provide current, high-resolution floor plans of each floor in GIF, JPG, or PNG format. Identify the location of existing access points on the floor plans.

#### **Knowledge Transfer Session (OPT-MOS MEOS RKTS)**

In addition to the General Responsibilities, Customer shall provide the following:

- Provide Cisco with not less than three (3) weeks prior written notice of a knowledge transfer or mentoring requirement where the delivery of the knowledge transfer or mentoring is to be in a classroom whether or not based at Cisco's or Customer's facility.
- Ensure that Customer's personnel attending any knowledge transfer or mentoring session meet all course pre-requisites notified by Cisco to Customer.
- Participate in pre-training or pre-mentoring conference call in the event Cisco determines that further information about Customer's requirements is needed to enable Cisco to deliver a more focused and tailored knowledge transfer or mentoring session.
- Ensure that where knowledge transfer or mentoring courses are held at Customer's facility, such facility is, in Cisco's opinion, capable of supporting and has all the resources necessary to support such sessions.

#### **On-going Flexible Support (OPT-MOS MEOS OFS)**

- Customer acknowledges that Cisco's obligation is to only provide assistance to Customer with respect to the tasks as determined by Cisco and Customer and that such

assistance may not result in some or all of the tasks being completed.

- Customer technical representatives will provide Cisco with such information, data and documentation as required for performing services. The following documents may be requested: Information relating to Customer's network, design, business and other applicable requirements: functional and/or technical documentation relating to such requirements.
- Topology maps, floor maps, configuration information and existing and proposed Cisco mobility solution. Customer shall respond to Cisco's requests within two (2) business days for documentation or information required for the project.
- 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 equipment and/or lab facilities etc.
- Customer shall ensure that contracts with its own vendors, end users and third-party are fully executed and reflect the correct terms. Customer is responsible for the management, support and direction of the resource supplied to Customer by Cisco.

#### **Onsite Education Session (OPT-MOS MEOS OES)**

- Provide mobility solution topic for training and training objectives
- Provide targeted audience for training

#### **Cisco Mobility Insights Services (OPT-MOS MEOS MIS)**

- Responsible for providing VPN termination router at Customer point. The VPN router should be able to support IPSec Site-to-Site tunnel to Cisco data center using AES-256 encryption and pre-Shared key authentication.  
Note: Cisco will make every effort to avoid IP address overlap between Customer's On-Site and Off-Site equipment, however in case the address overlap occurs then NAT will be required on Customer's on-site VPN router).
- Provide the operations and management of the wired and wireless infrastructure devices
- Procure and maintain high speed Internet connections for Customer on-premise network components to connect, access and transmit data to hosted Cisco Mobility Insights Portal solution components
- Provide hardware and software needed by Users to access Cisco Mobility Insights Portal solution components including supported browser and network connectivity.
- Request Cisco for incremental storage capacity, where applicable and/or feasible. (e.g. Longer data retention etc.)
- Mobility Insights Portal should have network reachability to each of the on-premise components of overall mobility solution.
- Ensure key Customer personnel (such as: Administrative-Users, architecture design and planning, network

engineering, network operations staff) are available to participate during the course of the Service (to provide information and to participate in Administrative-User training).

- Unless otherwise agreed to by the parties, Customer shall respond within two (2) Business Days of Cisco's request for any other documentation or information needed to provide the Service.
- Provide a single point of contact (such as a project manager or engineering team lead) for all reported incidents related issues
- Report solution incidents to Cisco provided support contact.
- Troubleshoot issues, using Cisco provided trouble isolation and troubleshooting guide, as soon as a trouble is identified
- Provide any supporting network and solution documentation that assist with root case analysis
- Provide cross-functional team to attend Quarterly Business Reviews

#### **Cisco Managed Mobility Experience Services (OPT-MOS MEOS MMES)**

- Procure Cisco solution components, as specified but not limited to within this Service Description, license(s) and Cisco Software Application Services / Software Applications Services with Upgrades agreements
- Responsible for providing VPN termination router at Customer point. The VPN router should be able to support IPSec Site-to-Site tunnel to Cisco data center using AES-256 encryption and pre-Shared key authentication (Cisco will make every effort to avoid IP address overlap between Customer's On-Site and Off-Site equipment, however in case the address overlap occurs then NAT will be required on Customer's on-site VPN router).
- Provide the operations and management of the wired and wireless infrastructure devices
- Procure and maintain high speed Internet connections for Customer on-premise network components to connect, access and transmit data to hosted Cisco solution components as specified within this Service Description
- Provide hardware and software needed by Users to access Cisco solution components including supported browser and network connectivity.
- Request Cisco for incremental storage capacity to host and distribute application packages hosted on Cisco solution components, where applicable.
- Provide a single point of contact (such as a project manager or engineering team lead) for all reported incidents related issues
- Report solution incidents to Cisco provided support contact.
- Provide any supporting network and solution documentation that assist with root case analysis.

#### **Cisco Mobility Experience Services for Wi-Fi Engage (OPT-MOS MEOS MES)**

- Where applicable, provide Customer's final requirements and completed Customer Requirements Questionnaire to Cisco no later than five (5) Business Days before the design
- Provide to Cisco the following information no later than five (5) Business Days before the design
  - SMS gateway credentials and connectivity information.
  - Customer corporate social media account details.
  - Coordinate third party partner, if any, for the information gathering of third party network elements as required for the implementation.
  - Access to RADIUS server already configured on Customer's data center.
- Customer must provide Cisco with Customer's final requirements before the Solution Design Document
- Provide SMS gateway access and credentials to Cisco prior to or during the design workshop.
- Provide IP addressing and subnet masks, network physical and logical schematics, required security policies and any other necessary data to Cisco prior to or during the design workshop.
- If requested by Cisco, provide physical and logical network schematics for other network elements not included in the scope of this project but reasonably necessary for the provision of Services.
- At least five (5) Business Days prior to finalising the SIP, Customer will: a). Provide Customer's building layout, including the floor plan, cabling and power location for applicable site; b). Ensure that all telecommunication services and circuit IDs are clearly identified, that all-pertinent information is supplied to Cisco; c). Provide and verify interface specifications and requirements such as cabling standards and specifications for interconnect of Cisco and Customer equipment; d). Provide information on distance and interference limitations of interface cables to be used at installation; and e). Provide Cisco with the test plan and interconnect process required by any third parties including but not limited to in country Carrier/Telco.
- Provide input necessary for Cisco to develop the test criteria.
- At least five (5) Business Days following completion of the Solution Design Document, agree with Cisco on the specific set of procedures and/or tests.
- Create Customer corporate social media account at least five (5) Business Days prior to the implementation.
- Review and approve the Solution Implementation Plan
- Install the Cisco Products in accordance with the Cisco provided product specification and ensure that a Cisco Wireless LAN Controller based solution is already deployed and running at the Customer site.
- Ensure that the captive portal images and branding resources are provided to Cisco as in accordance with the agreed timeline defined in the Project Schedule.
- Prepare the site in accordance with the Solution Implementation Plan at least three (3) Business Days prior to the testing.

- Provide a minimum of one (1) resource and ensure that they are available during the test execution.
- Ensure appropriate devices are provided to Cisco for the test execution
- During the testing, work with Cisco to configure the Wireless LAN Controller ("WLC") and remove test client devices from the WLC.
- If requested, set up and configure VPN between the Customer's Data Center and Cisco's Cloud in accordance with the Solution Design Document.
- Provide Cisco with portal access to the Customer's network within three (3) Business Days prior to the implementation.
- Provide further information about Customer's requirements to enable Cisco to deliver a more focused and tailored knowledge transfer workshop.
- Provide Cisco with the names and basic profiles of personnel attending the Knowledge Transfer Workshop at least five (5) Business Days before the Knowledge Transfer workshop(s) commence.
- Within five (5) business days following completion of the implementation, reach agreement with Cisco on the actual location and the commencement date of the Knowledge Transfer workshop(s).
- In the event that the Knowledge Transfer workshop(s) are held at the Customer facility, ensure that the facility is capable and has all the resources of supporting the Knowledge Transfer workshop(s), in Cisco's determination.
- Ensure that Customer's personnel attending the Knowledge Transfer workshop(s) meet all course pre-requisites identified by Cisco.

<b>Supplemental Glossary of Terms for Mobility Experience Optimization Services</b>
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- **"Activity"** means a set of technical or business consulting tasks performed for the benefit of Customer in the delivery of a Service in which no published document accompanies the exit criteria and is typically referred to an "ongoing" task under a subscription service.
- **"Deliverable"** means a set of technical or business consulting tasks performed for the benefit of Customer in the delivery of a Service in which the exit criteria is a published document such as multiple design reviews or Software recommendation reports, audits, etc.