



## Service Description: Cisco Partner Smart Assist Service

This document describes the Cisco Partner Smart Assist 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.

**Direct Sale from Cisco.** If you have purchased this Service directly from Cisco, this document is incorporated into either 1) System Integrator Agreement (“SIA”) or 2) Indirect Channel Partner Agreement (“ICPA”); or 3) Two Tier Non Exclusive Distributor Agreement, or equivalent services exhibit or agreement (“Agreement”), as applicable, executed between you and Cisco that authorizes your purchase of the Service. All capitalized terms not defined in the Supplemental Glossary of Terms for Cisco Partner Smart Assist Service at the end of this document have the meaning ascribed in the Agreement or equivalent services exhibit or agreement executed between you and Cisco. 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 this document, the term “Partner” shall mean either 1) Integrator, when purchasing PSS directly from Cisco through a System Integrator Agreement; 2) Reseller, when purchasing PSS from a Cisco authorized distributor as authorized under the ICPA; or 3) Distributor, when purchasing PSS directly from Cisco through a Two Tier Non Exclusive Distributor Agreement.

This Cisco Partner Smart Assist Service is intended to supplement a current support agreement for Cisco products and is only available when Product(s) in Network are supported through a minimum of Cisco’s core device level maintenance services such as Cisco’s Smart Net Total Care and Cisco’s SP Base, amongst other core services. Cisco shall provide the Cisco Partner Smart Assist Service described below as selected and detailed on the Purchase Order for which Cisco has been paid the appropriate fee.

### Cisco Responsibilities

Cisco Partner Smart Assist Service consists of the provision of Services described below, where available which Cisco shall provide during Normal Business Hours (unless stated otherwise). Services provided by Cisco are remotely delivered unless otherwise noted.

### Onboarding

1. Cisco will hold remote one-to-many knowledge transfer sessions with Partner to review the onboarding process, security, collection methodologies, Portal usage considerations, and address Partner questions.
2. These one-to-many knowledge transfer sessions shall happen no less than once per quarter during the duration of subscription. Session will cover topics and guidance to Partner on how to set up the Portal, deploy the Cisco Collector, upload collections to the Portal, and provide Portal and collector troubleshooting assistance for Level 1 and Level 2 issues.
3. As part of the knowledge transfer session, Cisco will enable Partner on how to setup and configure their Cisco CSPC collectors and access Portal.

**1:1 Coaching Option.** The following 1:1 Coaching is a separately priced optional service.

1. If selected and purchased, Cisco will provide one-to-one two-hour coaching sessions are for the Partner to ask questions not covered in the knowledge transfer session described in Onboarding above.
2. These sessions are not intended to be a break-fix troubleshooting. Break-fix troubleshooting shall still to go through TAC.

### Install Base (IB) Reconciliation

1. Upon request from the Partner, Cisco will perform the Install Base Data Reconciliation once per year, per end user.
2. Cisco will reconcile a predefined set of Install Base data discrepancies as part of the standard data cleanup process.
3. **Option.** Cisco will make available to Partner, for an additional fee, additional IB Reconciliations during the subscription period.

### Technical Support

1. Cisco will provide access to Technical Assistance Center (TAC) Smart Net Total Care Collections Support for the Partner to request help from Cisco with L3 Support and

above TAC support questions or issues related to Collector Software.

2. Cisco will provide access to Technical Assistance Center (TAC) Portal Support for the Partner to request help from Cisco with L3 Support and above support questions or issues related to the Portal. Cisco will respond to TAC Service Requests (SR) following standard Cisco TAC guidelines.
3. Cisco is only responsible for providing L3 Support and described above on Partner escalations associated with specific service contracts.
4. Cisco reserves the right to audit Partner to validate that Partner is adhering to service delivery compliance.
5. Cisco will not provide any technical support for Third Party Collector questions or issues.

#### **Partner Responsibilities**

##### **Onboarding**

1. Partner will attend onboarding knowledge transfer sessions as needed. Partner can apply knowledge obtained to deliver services to its end user(s).
2. Partner must register for any knowledge transfer sessions Partner elects to attend from the sessions made available by Cisco.

##### **Optional 1:1 Coaching**

1. If Partner wants additional one-on-one coaching it is a requirement of the Partner to purchase this service.
2. This one-on-one coaching is intended to be coaching, not TAC break-fix support.
3. After purchasing the optional service, Partner will need to advise Cisco on topic to cover. Topics include questions on the following: SNTC Portal, CSAM Tool, CSPC Collector, Install Base Reconciliations, and Network Discovery.

##### **IB Reconciliation**

1. Partner will need to initiate Install Base reconciliation for Partner's end user(s), if required.
2. Partner is entitled to one Install Base reconciliation per year per end user.
3. Partner can purchase, for an additional fee, additional IB Reconciliations during the subscription period.

##### **Technical Support**

1. Partner is responsible for L1 and L2 Support to related to Collector Software and Portal issues.

2. Partner shall not allow its end user(s) to contact Cisco TAC directly.
3. Partner is only entitled to call TAC for the specific end user for whom they have purchased a Partner Smart Assist Contract.
4. Partner will call Cisco for TAC L3 Support cases and above only.

##### **General Partner Responsibilities**

1. Partner will allow Cisco to use the collected information and related data in connection with performance of the Service described herein, to recommend additional products/services to assist Partner in the execution of related activities and generally for commercial and business purposes. To the extent any collected information is deemed Confidential Information, Cisco will protect the information consistent with the terms of the Agreement between the parties and Cisco's data retention policy.
2. By installing the Collector Software, the Partner acknowledges understand and agrees that the Network Information will be transmitted and used to generate reports regarding Partner's end user(s) network and equipment.
3. Partner will advise end user that end user has the ability to destroy any such Network Information collected by Cisco and shown in the Portal at any time upon request. Otherwise Cisco will continue to protect the Network Information consistent with terms of the Agreement between the parties and Cisco's data retention policy.
4. Partner acknowledges that Cisco will only support generally available Products and Software releases/versions unless otherwise mutually agreed.
5. Partner gain the necessary end user consents to allow Collector Software to access all end user network devices managed by the inventory collection process.
6. Partner will provide data communication access for use by the Collector Software to transmit inventory data to Cisco and support of the Collector Software from a remote Cisco location.
7. Partner will ensure that Portal access granted by end user is restricted to only those Partner employee(s) or authorized contractor(s) who have a bona fide need to access the Portal and/or a need to know the contents of the output of the Collector.
8. Partner understands and acknowledges that inability of Partner to comply with its obligations under this Service may result in suspension or termination of performance by Cisco.

## Pricing

1. Any contractual Cisco price list discounts to which Partner may otherwise be entitled do not apply to the purchase of this Service.

## Supplemental Glossary of Terms

- “Collector Hardware” means a Partner-provided CSCP which runs a Virtual Machine environment that in turn hosts Collector Software for the purposes of collecting information relating to installed Cisco device configuration and inventory.
- “Collector Software” means a network profiling software tool provided by Cisco, which runs on the Collector Hardware, used for the purposes of collecting information relating to installed Cisco device configuration and inventory during the period of the Service.
- “Network Information” means the information about Partner’s end user(s) network that is collected, stored and analyzed in connection with the Service and may include, without limitation, the following information: configurations (including running configurations and startup configurations), product identification numbers, serial numbers, host names, equipment locations, IP addresses, system contacts, equipment models, feature sets, software versions, hardware versions, installed memory, installed flash, boot versions, chassis series, exceptions to such information (e.g., duplicate host name, duplicate IP address, device running interim release image), slot IDs, card types, card families, firmware versions, and other network and inventory information as deemed appropriate by Cisco.
- “Hypervisor” means a software program that manages multiple operating systems, or multiple instances of the same operating system, on a single computer system.
- “Installed Base”, also known as IB, refers to the Partner’s end user(s) currently installed Cisco hardware and software.
- “L1 Support” means the ability to provide general Product information (pre-sales and post-sales), Hardware and Software configuration, installation, and Update and Feature Set Upgrade support; perform base problem determination and collect relevant technical information; filter nontechnical problems from technical problems; resolve obvious Hardware problems, resolve known problems (through documentation available on Cisco.com) or other local resources, provide basic internetworking troubleshooting expertise; provide basic support on the standard Software protocols and features; collect captured network traces and diagnostic data, provide regular problem resolution status reports to the end user; and maintain knowledge of the end user’s network.
- “L2 Support” means the ability to resolve the majority of complex configuration problems by troubleshooting and simulation (i.e., recreates); resolution of most Hardware, and Software problems; determination of Product specification defects; provision of lab simulation and problem replication; perform interoperability and compatibility testing for new Software and Hardware releases prior to being deployed into production network; definition of an action plan for troubleshooting/resolution; provision of advanced support on all Software protocols and features; use external analyzing tools when appropriate; analyze traces and diagnostic data when appropriate; generate workarounds for Hardware and Software bugs (where present or alternate functionalities allow it) and troubleshooting bugs that were not diagnosed or resolved during First Level Support; and provide contact with complete steps to reproduce a problem in event of escalation to Third Level Support.
- “L3 Support” means the ability to resolve unknown problems such as problems reported to TAC for the first time in which no documentation exists for the problem on Cisco.com or any other format; resolve problems associated with an identified bug that is not yet published on Cisco.com; generate workarounds for Hardware and Software bugs and troubleshooting bugs that require a specialized expertise level beyond First or Second Level Support; issue reproduction with complex lab simulations; provide or interface with Product and/or Software development engineering support for resolution of Product defects; and identify interoperability issues that may be caused by 3rd party software/hardware.
- “Portal” means a web-based user interface to access Smart Net Total Care reports.
- “Smart” means the utilization of automated software-enabled capabilities that collect network diagnostic data, analyzed and compared with Cisco’s deep knowledge base to provide actionable insight.
- “Virtual Machine” means a software implementation of a machine (i.e. a computer) that executes programs like a physical machine.
- “Third Party Collector” means a non-Cisco server, running a Virtual Machine environment, used for collection purposes.