



Service Description: Advanced Services – Fixed Price

Cisco Vision Mobile Visitor App Plan and Build Service (ASF-SAE-G-AG-VISTR)

This document describes Advanced Services Fixed Price: Cisco Vision Mobile Visitor App Plan and Build Service.

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 Vision Mobile Visitor App Plan and Build Service

Service Summary

The Cisco Vision Mobile Visitor App Plan and Build Service provides onsite planning, design and build assistance (the "Services") to Customer for the deployment of the Cisco Vision Mobile Visitor App ("Visitor App") and integration of the Visitor App into the Cisco Vision solution. The scope of the Services includes the planning and specification of the Visitor App capabilities, and creation of the initial strategy for app content and sponsorship. The below document deliverables marked with an asterisk ("*") will be incorporated to existing deliverable documents delivered as a part of the StadiumVision Director – SVD Starter Kit Service and will not be separately provided under this Service.

Deliverables

- List of Supported Cisco Vision Mobile Visitor App Features, Integrations, and Platforms
- Cisco Vision Customer Requirements Document (CRD)*
- Cisco Vision Configuration
- Cisco Vision Solution Ready for Use (SRFU) Document*
- Testing
- As-Built Documentation*
- Visitor App Content Specifications Document

* Document deliverables will be incorporated into existing documents delivered under separate service.

Location of Services

Services are delivered on site to Customer.

Customer Requirements Document

Cisco Responsibilities

- Provide the List of Supported Cisco Vision Mobile Visitor App Features, Integrations, and Platforms to the Customer at the start of the project.

- Gather the required features and functionality for Cisco Vision Mobile Visitor App solution such as: a). Cisco Vision Mobile feature and use case requirements; b). app integration requirements involving 3rd party app modules; c). LAN/WAN network architecture; d). network infrastructure connectivity, including remote access; and e). on-premises server deployment.
- Modify the existing Customer Requirements Document (CRD) to reflect the Customer's required features and functionality requirements for the Cisco Vision Visitor App implementation. The CRD is a detailed overview of the Customer's existing environment as it pertains to Cisco Vision. The modifications introduced via these Services include the Customer's required feature functional specifications for the Cisco Vision Mobile Visitor App implementation.
- Provide the CRD to Customer for review and approval.

Customer Responsibilities

- Review the List of Supported Cisco Vision Mobile Visitor App Features, Integrations, and Platforms provided by Cisco at the start of the project. Cisco will not be responsible for delivering features, integrations and platforms that are not supported at the time of delivery of the Services.
- Provide Customer's final requirements to Cisco no later than five (5) Business Days following project kick-off. Provide requested information pertaining to the Customer's desired features and functionality for the StadiumVision implementation.
- Review and approve the CRD with Cisco within five (5) days of delivery by Cisco.
- Customer acknowledges and agrees that Cisco will not proceed with design and configuration until Customer has provided sign-off on the CRD.

Visitor App Content Strategy

Customer Responsibilities

- Using the information documented in the CRD, develop a strategy that is aimed at meeting the needs and goals of the Customer stakeholders as advised to Cisco by Customer. Visitor App content strategy development includes: a). understanding objectives; b). reviewing Customer's marketing initiatives and promotions; and c). Identifying presence zones within the Customer's venue, which are locations that present branding and sponsor opportunities.
- Document the content strategy and specifications in the Visitor App Content Specifications Document (CSD). Design elements may be used to create the entire presentation utilizing Customer approved designs.
- Provide the Visitor App CSD to Customer for review and approval.

Customer Responsibilities

- Coordinate and schedule Customer stakeholders to participate in content meetings and interviews as necessary.
- Unless otherwise agreed to by the parties, respond within two (2) Business Days of Cisco's request for any other documentation or information needed to provide the Service.
- Work with Cisco to define and assess the requirements and strategy and assist Cisco in the resolution of questions that arise.
- Review and approve the Visitor App CSD.

Design and Configuration

Cisco Responsibilities

- Configure Cisco Vision Mobile solution, which may include: a). StadiumVision Director control panel and management dashboard; b). Cisco Vision Mobile portal; c). Management and Sync Server; and d). StadiumVision Gateway Server in accordance with the CRD.
- Integrate the Cisco Vision Mobile solution with the existing StadiumVision digital signage solution infrastructure at the venue in accordance with the CRD.

Customer Responsibilities

- Provide IP addressing and subnet masks, network physical and logical schematics, required security policies and any other necessary data to Cisco at least five (5) days prior to the scheduled onsite activity.
- If requested by Cisco, provide physical and logical network schematics for other network elements not included in the scope of this project.
- Manage delivery, installation, cabling and configuration of equipment not provided by Cisco that is required to work with, or act as, part of the equipment that Cisco is providing.
- Work with Cisco to facilitate communication between Customer stakeholders (and between third parties, if applicable) during configuring, installing and testing Customer's Cisco Vision Mobile solution to meet solution requirements captured in the CRD.
- Address and troubleshoot all issues related to LAN and power connectivity to servers.
- Additional cables and/or adapters may be required for solution connectivity and are the responsibility of the Customer.

Solution Ready For Use (SRFU) Document and Testing

Cisco Responsibilities

- Modify the existing Cisco Vision Solution Ready for Use (SRFU) document to include tests for Cisco Vision Mobile Visitor App in accordance to the CRD. The Cisco Vision Mobile Visitor App solution consists of cloud-based and mobile app-based software for providing information and experiences to the mobile app users. SRFU refers to a plan that describes the test cases that will be executed to validate the implementation of the individual components and all interactions between solution hardware and software components, including cloud software, referenced in the CRD to simulate an actual event at the venue.
- Perform testing activities at the venue in an empty venue environment (which for the purposes of this service description shall mean when a live sporting event, or other primary use event is not being held at the venue), in accordance with the agreed SRFU test plan.
- Update the Cisco Vision SRFU plan with the SRFU tests results and provide the updated Cisco Vision SRFU document to Customer.
- Following execution of the SRFU, provide the SRFU with test results to Customer for review and approval.

Customer Responsibilities

- Provide input necessary for Cisco to develop the criteria and test/use cases to be used in the SRFU, as required by Cisco.
- Review and approve the completed SRFU with Cisco within five (5) days of delivery by Cisco.

AS-Built Documentation

Cisco Responsibilities

- Modify the existing As-Built Documentation to reflect the deployment details of the Cisco Vision solution following the delivery of these Services. As-Built documentation may include information such as appropriate design documentation, system utilities, all passwords and log-in, support processes, logging processes and locations, and third-party contacts.
- Provide the updated As-Built Documentation to Customer with Cisco within five (5) days of delivery by Cisco.

Customer Responsibilities

- Review and approve the updated As-Built Documentation with Cisco within five (5) days of delivery by Cisco.

Document Deliverable Review Process

For Document Deliverables that are subject to review and approval from Customer, the parties will adhere to the following review and approval process:

- Cisco will present the draft Document Deliverable to Customer when the document is ready for review and approval.
- Customer shall review the draft Document Deliverable with Cisco, providing written comment or approval of the Document
- Deliverable within two (2) business days immediately after completion of such review.
- If no comment or approval is received by Cisco within said time period, the Document Deliverable as provided by Cisco will be deemed to be accepted by the Customer.
- If Customer provides comments, then Cisco shall address such comments in a timely manner and this process for review and approval will be repeated.

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.
- 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.
- Support services provided by Cisco comprise technical advice, assistance and guidance only.
- 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.

Project Assumptions

- Creation of content assets is not included in the Services. Also development of the CSD provided herein is limited to the Cisco Vision Mobile Visitor App. Additional content services beyond what is captured in this service description are available separately.
- Placement of venue amenities on the Cisco Vision Mobile Visitor App map will be the responsibility of the Customer.
- Installation and cabling of equipment, including servers, access points and beacons are not included in the Services.

- Cisco will not be responsible for delivery of new feature functionality or capability that is not included in the List of Supported Cisco Vision Mobile Visitor App Features, Integrations, and Platforms.
- SRFU testing will be performed on no more than three (3) mobile device types mutually agreeable to Cisco and Customer.

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.

Invoicing and Completion

Invoicing

Services will be invoiced upon completion of the Services.