



# Cisco Services Q&A for SolveDirect Customers

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## Introduction

This document provides answers to some of the most common questions regarding service offer integration, support and delivery, and service agreement migration for legacy SolveDirect products and services.

## Service Offer Integration

- Q.** What is orderability?
- A.** Orderability is the date when service product IDs, also known as SKUs, can be quoted, ordered, and invoiced using Cisco® processes and tools. Orderability for Cisco ServiceGrid™ is scheduled for October 25, 2013.
- Q.** To what are the former SolveDirect services being mapped within Cisco?
- A.** Tables 1 and 2 show the mapping for SolveDirect services to Cisco Services.

**Table 1.** Manage Services

| SolveDirect Name                 | Cisco Services Name                      |
|----------------------------------|--|
| ServiceGrid Standard Edition     | Cisco ServiceGrid Ecosystem Participant* |
| ServiceGrid Professional Edition | Cisco ServiceGrid Ecosystem Manager*     |
| ServiceGrid Enterprise Edition   | Cisco ServiceGrid Ecosystem Builder*     |

\*All Cisco ServiceGrid packages include updates, upgrades, and technical support.

**Table 2.** Plan and Build Services

| SolveDirect Name              | Cisco Services Name                  |
|-------------------------------|--------------------------------------|
| Multiparty Assessment Service | Cisco ServiceGrid Assessment Service |
| N/A                           | Cisco ServiceGrid Deployment Service |

## Cisco ServiceGrid

- Q.** What is Cisco ServiceGrid?
- A.** Cisco ServiceGrid is an integration platform in the cloud that offers enterprises and service providers a flexible and secure way to integrate with everyone in the ecosystem. It automates secure sharing of processes, data, and workflows by eliminating manual practices and bottlenecks to enable real-time multisourced service collaboration that promotes significant operational efficiencies that are scalable and reusable with a “connect once, connect all” approach.
- Cisco ServiceGrid is sold as a software-as-a-service (SaaS) offer and is available in three service packages: Cisco ServiceGrid Ecosystem Participant, Cisco ServiceGrid Ecosystem Manager, and Cisco ServiceGrid Ecosystem Builder.
- Q.** What is included with Cisco ServiceGrid Ecosystem Participant?
- A.** The Cisco ServiceGrid Ecosystem Participant package is designed for qualified Cisco partners certified as a Cisco ServiceGrid provider designation. Cisco ServiceGrid Ecosystem Participant enables independent software vendors (ISVs) to receive and update requests from participants or collaborate and manage support interactions with one participant. Base package includes one process workflow of the standard workflow type,

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one B2B connection to an existing ServiceGrid connected ecosystem trading partner, one full-access portal user, standard reports, and standard support.

**Q.** What is included with Cisco ServiceGrid Ecosystem Manager?

**A.** Cisco ServiceGrid Ecosystem Manager enables customers to create, collaborate, and manage support interactions with one or more ecosystem trading partners. This solution provides customers with standard and/or configured workflows and B2B connections between any of their ITSM systems and ecosystem trading partners. Base package includes up to two process workflows of the standard and/or configured workflow types, one initial connection, one full-access portal user, one source of batch data enrichment, standard reporting, and standard support.

**Q.** What is included with Cisco ServiceGrid Ecosystem Builder?

**A.** Cisco ServiceGrid Ecosystem Builder is for customers seeking to build an end-to-end support ecosystem using multipartner support processes that span ecosystem trading partners. This solution enables customers to create, collaborate, and manage support interactions that span ecosystem trading partners on a shared workflow. Cisco ServiceGrid Ecosystem Builder is required when using custom-built workflows, sharing workflows between multiple ecosystem trading partners, or creating multipartner workflows on a shared workflow that spans multiple ecosystem trading partners. Base package includes up to four process workflows of the custom workflow type, one initial connection, one full-access portal user, one source of batch data enrichment, one source of real-time data enrichment, standard reporting, and standard support.

## Technical Support

**Q.** What technical support is included with Cisco ServiceGrid?

**A.** The technical support will provide bug fixes, maintenance, and minor and major software feature updates for Cisco ServiceGrid. It will also include platform software support and updates during the term of the software subscription license. The support includes:

- Instant access to software updates, including maintenance and minor and major updates, to keep applications and platform software current
- Access to the Cisco TAC 24 hours a day, 7 days a week
- Online repository of technical documents
- Collaborative learning through several online activities and environments
- Registered access to Cisco.com, for easy access to online technical information and service request management

**Q.** Are all updates included with Cisco ServiceGrid?

**A.** Yes. The technical support entitles customers to updates and major upgrades to keep applications performing optimally with the most current feature set. Cisco performs necessary Cisco ServiceGrid software platform maintenance on a monthly basis and major product releases on a quarterly basis (normally every 3–4 months) as necessary.

**Q.** How do partners or customers check their entitlement for their technical support?

**A.** All customers with an active Cisco ServiceGrid subscription are entitled to support. A customer or the customer's partner can verify the current Cisco ServiceGrid subscription in Cisco Services Contract Center. Users who do not know their Cisco contract number can also perform a contract advanced search using the bill-to address/ID, the installed-at customer, the service level (SG), or the \$0 product IDs (PIDs).

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- Q.** What is the contract start date for technical support for Cisco ServiceGrid?
- A.** The support for Cisco ServiceGrid starts when the SaaS service contract is activated. Upon submission of the Cisco ServiceGrid order, Cisco will process the order and complete the initial fulfillment activities to provision and activate the customer on the Cisco ServiceGrid cloud-based integration platform. This activation process normally takes two weeks and will culminate with Cisco notifying the customer that initial fulfillment activities have been completed. The Cisco ServiceGrid contract start date will be one calendar day after Cisco's notification to the customer.

### Cisco ServiceGrid Assessment Service

- Q.** What is Cisco ServiceGrid Assessment Service?
- A.** Cisco ServiceGrid Assessment Service analyzes the customer's business processes' readiness for B2B integration with external single/multiple business partners (for example, business partners, alliance partners, vendors, customers, subcontractors), regardless of the existing helpdesk applications. This service also provides analysis to use B2B integration within the customer's internal organizations.
- Cisco ServiceGrid Assessment Service will provide important insight as to how the Cisco ServiceGrid process integration will help the customer's business by improving mean time to resolution (MTTR), SLA management, and customer satisfaction.
- Q.** What legacy SolveDirect services is this service replacing?
- A.** The Cisco ServiceGrid Assessment Service is replacing the SolveDirect Multiparty Assessment Service.
- Q.** How is the service delivered?
- A.** Cisco ServiceGrid Assessment Service is delivered for up to two business days onsite and up to three days remotely (for a total of five days).
- Q.** How can I purchase Cisco ServiceGrid Assessment Service?
- A.** Cisco ServiceGrid Certified 1-Tier partners and direct Cisco customers can purchase Cisco ServiceGrid Assessment Service directly from Cisco using AS fixed offerings available in Cisco Commerce Workspace.

### Cisco ServiceGrid Deployment Service

- Q.** What is Cisco ServiceGrid Deployment Service?
- A.** Cisco ServiceGrid Deployment Service enables a customer and a selected ecosystem trading partner to integrate and automate one service management process by connecting one customer and one ecosystem trading partner IT service management (ITSM) system instance to Cisco ServiceGrid using a single Cisco standard ServiceGrid core connection method and one workflow for each ITSM system connected to Cisco ServiceGrid.
- Q.** How is the service delivered?
- A.** The Cisco ServiceGrid Deployment Service is delivered remotely.
- Q.** How can I purchase Cisco ServiceGrid Deployment Service?
- A.** Cisco ServiceGrid Certified 1-Tier partners and direct Cisco customers can purchase Cisco ServiceGrid Deployment Service directly from Cisco using AS fixed offerings ordered using Cisco Commerce Workspace. If a custom scoped service is required, an AS transactional SOW can be scoped and priced.

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## Cisco Technical Assistance Center Support

**Q.** What is the Cisco Technical Assistance Center?

**A.** The Cisco Technical Assistance Center (TAC) provides access to technical support for all Cisco products, including Cisco ServiceGrid.

**Q.** What support does the Cisco TAC offer for Cisco ServiceGrid?

**A.** The Cisco TAC provides service contract holders with:

- **Expert assistance:** To complement your in-house resources, the Cisco TAC employs a highly skilled staff who offer you years of networking experience, including many customer support engineers with networking and Cisco CCIE® certifications, as well as research and development engineers.
- **Fast problem resolution:** The Cisco TAC provides a constant measurement of customer satisfaction and time-to-resolution tracking.
- **High level of knowledge:** The Cisco TAC offers depth and breadth of expertise with Cisco devices and operating system software, as well as a broad range of networking environments and technologies. Cisco TAC engineers have a minimum of five years of industry experience, and Cisco provides continuous training to help ensure that our technical staff stay current with the latest technologies.
- **Support 24 hours a day, 365 days a year in multiple languages:** By email or telephone, the Cisco TAC is there when you need it. In addition, to support the TAC, Cisco uses a powerful virtual lab, equipped with all Cisco devices and Cisco software versions, as an invaluable engineering resource and knowledge base for training, product information, and testing of network problems.

**Q.** How does a customer open a support case with Cisco TAC?

**A.** Cisco ServiceGrid customers and Cisco ServiceGrid partners (resellers, integrators, or providers) with an active service contract can [open a case](#) through Cisco.com. Cisco ServiceGrid customers or partners must have their Cisco service contract number, a Cisco.com user ID, and software product family when opening a case using the web. In addition, Cisco ServiceGrid customers may continue to use the Cisco ServiceGrid portal to open a support case.

Customers with severity (priority) 1 or 2 cases must call the TAC at 800 553-2447 or 408 526-7209 in the United States. For more information about opening a technical support case and for regional TAC telephone numbers, refer to [Cisco Worldwide Contacts](#).

Customers can also open technical support cases by sending an email to [tac@cisco.com](mailto:tac@cisco.com) or [servicegrid-support@cisco.com](mailto:servicegrid-support@cisco.com).

**Q.** What do Customers and Partners need to open a TAC request?

**A.** To open a TAC request, you must do the following:

- [Register for a Cisco.com user ID](#).
- Associate your Cisco ServiceGrid contract number to your Cisco.com user ID

**Q.** How do I get a Cisco.com user ID?

**A.** [Register](#) for a Cisco.com user ID and create a Cisco.com profile. Your Cisco user ID will give you access to the tools that will help you view, renew, and manage contracts, and open a support case.

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- Q.** How do I associate my new Cisco Service Agreement Contract Number to my Cisco.com user ID?
- A.** SolveDirect customers will need to add their Cisco Service Agreement Contract Number to their user ID in the [Cisco.com Profile Manager](#). From there, select the "Access Restricted Content" tab and enter your Service contract number(s) as provided in the Welcome to Cisco Services letter or contact your Cisco account manager for your contract number. If you have multiple service contract numbers, please separate them by commas.
- Q.** How does the Cisco TAC prioritize support service requests?
- A.** Cisco processes allow for customers to designate the severity of every service request reported. Priorities are based on the assigned severity levels.
- Q.** What support is provided through Cisco.com?
- A.** Cisco.com includes interactive consulting tools, a database, and knowledge transfer resources. It also includes product documentation.

Online troubleshooting tools and support resources include:

- TAC Case Collection: Identifies and troubleshoots common problems
- My Tech Support: Offers a personalized web page with customized links
- Peer-to-peer online forums: Enable sharing with others in your industry
- Technical Support Newsletter: Keeps you up to date and informed

These and other help tools and resources are available on the Technical Support and Document website at [www.cisco.com/techsupport](http://www.cisco.com/techsupport).

- Q.** What are the problem severity levels and associated responses?
- A.** To help make sure that all service requests are reported in a standard format, Cisco has established the following service request severity definitions. These severity levels might not be applicable across all market segments and technologies. Severity levels and escalation guidelines might also vary based on the existing applicable agreement.
- **Severity 1 (S1):** A Cisco ServiceGrid environment or application is down or there is a critical effect on customer's business operations. The customer and Cisco will commit full-time resources to resolve the situation.
  - **Severity 2 (S2):** Operation of an existing environment or application is severely degraded or significant aspects of the customer's business operations are negatively affected by unacceptable environment or application performance. The customer and Cisco will commit full-time resources during standard business hours to resolve the situation.
  - **Severity 3 (S3):** Operational performance of the environment or application is impaired, although most business operations remain functional. The customer and Cisco are both willing to commit resources during standard business hours to restore service to satisfactory levels.
  - **Severity 4 (S4):** Information is required on Cisco ServiceGrid capabilities, installation, or configuration. There is little or no effect on end users and/or customer business operations. The customer and Cisco are both willing to provide resources during standard business hours to provide information or assistance as requested.

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Generally, service interruptions qualifying as severity 1 incidents would include:

- Cisco ServiceGrid platform or service interruption or failure
- Connection failure to customer ITSM system or that of ecosystem trading partner

These types of severity 1 service interruptions are handled using the following escalation procedures:

- Operational failure or downtime is validated by Cisco ServiceGrid TAC customer support engineer.
- Operational severity 1 issue is logged and registered.
- Customer contact is informed about the actual status of the failure and the recovery plan.
- The Cisco ServiceGrid TAC customer support engineer checks the reason for and severity of the failure and monitors the resolution of the validated issue.
- Customer contact is updated by email, and, if requested, customer contact gets a call back from the Cisco ServiceGrid TAC customer support engineer for status updates and case resolution.

**Q.** What is the escalation process?

**A.** If a customer does not feel that there is adequate forward progress or feels that the quality of Cisco support is not satisfactory, Cisco encourages the customer to escalate the problem ownership to the appropriate level of Cisco management by asking for the TAC duty manager.

**Note:** Severity 1 and 2 escalation times are measured in calendar hours, 24 hours per day, 7 days per week. Severity 3 and 4 escalation times correspond with standard business hours.

For more information, download the [Severity and Escalation Guide](#).

### Additional Information

**Q.** Describe the available user manuals and product documentation.

**A.** User manuals and other product documentation are available on Cisco.com at [www.cisco.com/public/support/tac/documentation.html](http://www.cisco.com/public/support/tac/documentation.html).

**Q.** Where can I go for more information?

**A.** For more information visit the following webpages:

Service and Support for SolveDirect Acquisition website:

[www.cisco.com/en/US/products/ps13136/serv\\_group\\_home.html](http://www.cisco.com/en/US/products/ps13136/serv_group_home.html)

Cisco SolveDirect Acquisition website: [www.cisco.com/web/about/ac49/ac0/ac1/ac259/solvedirect.html](http://www.cisco.com/web/about/ac49/ac0/ac1/ac259/solvedirect.html)

Cisco ServiceGrid: [www.cisco.com/web/services/portfolio/operations-management/servicegrid/index.html](http://www.cisco.com/web/services/portfolio/operations-management/servicegrid/index.html)

TAC Support Case Manager: [tools.cisco.com/ServiceRequestTool/scm/mgmt/case](http://tools.cisco.com/ServiceRequestTool/scm/mgmt/case)

ServiceGrid Support Portal: [support.solvedirect.com](http://support.solvedirect.com)

Authorized Technology Provider Program: [www.cisco.com/web/partners/pr11/atp/index.html](http://www.cisco.com/web/partners/pr11/atp/index.html)



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