



Migrating Software Application Service plus Upgrades to Cisco Software Support Service

March 2017

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Overview

As part of Cisco's software strategy to simplify how we do business, data center, enterprise networking, and security software products covered by Cisco® Software Application Service plus Upgrades (SASU) will be migrated to Cisco Software Support Service (SWSS). A single support offer simplifies ordering software support through the following:

- Easier negotiations (only one service to present)
- Easier budget planning
- Simpler contract management

Q. Why is Cisco doing this migration from SASU to SWSS?

A. Although the current SWSS deliverables are the same as those of SASU for the migrated product families, SWSS has been developed to support future expansion of Cisco's software support services.

Q. Does this change affect Software Application Service (SAS)?

A. No, SAS is not being migrated at this time.

Q. When does the migration start?

A. As of March 6, 2017, SWSS will be the default software support option for new and renewal orders for product technologies and product suites such as the following:

- Collaboration
- Cisco ONE™ Software
- Intelligent automation products
- Data center
- Enterprise and service provider routing
- Service provider video
- Wireless
- Security

For a complete list of products affected by the migration, contact your Cisco account manager or partner.

Q. Will SASU be available after March 6, 2017?

A. Between March 6 and May 29, 2017, both SASU and SWSS support options are available. SASU will no longer be orderable after May 29, 2017

Q. If a quote is already in process, do I have to have it requoted using SWSS?

A. Between May 29 and July 29, approved quotes do not have to be requoted. Starting July 29, 2017 SASU will no longer be available, and all quotes will need to use SWSS. See Figure 1 for the migration timeline.

Figure 1. SASU to SWSS Migration Timeline.



Q. Is there a price difference between SASU and SWSS?

A. To continue offering the latest technology at an affordable price for new or renewal quotes, the support cost will align with the regional market rate of SWSS available in the price lists. Any price adjustment will take place on March 6, 2017. For more information, contact your Cisco account manager or partner.

Q. Does SWSS have the same service deliverables as SASU?

A. Yes. There will be no change in the service deliverables or in contract terms?

Q. What is the impact on my business?

A. All services quotes should be for SWSS. At time of renewal, the conversion from SASU to SWSS will not be noticeable, unless there is a price change.

Q. What are the benefits of SWSS for me?

A. SWSS provides the same comprehensive, software support, essential to protecting your investment and helping you achieve your business objectives. You still get the right support for your Cisco software applications and licensed feature sets. You continue to get more value over the life of the support contract with new features, functionality, and the latest technology at no additional cost.

A. This migration benefits your business by providing a single contract for your software support resulting in:

- Ease of doing business
- Easier to renew
- Simplifies internal budget negotiations
- Continued investment protection
- Increased overall satisfaction

Q. Will my current contracts be migrated to SWSS?

A. Existing SASU contracts remain as they are.

- At time of renewal you will see a SWSS SKU instead of a SASU.
- Any quotes initiated prior to May 29, 2017 will have quote protection for 60 days.
- May 6, 2017, any SASU quote will be migrated to SWSS.
- SWSS is globally available and orderable in Cisco Commerce Workspace and in Cisco Service Contract Center.

Q. Does SWSS have a required attach policy?

- A.** SWSS is required for the first 12 months for all associated software or software license products. If SWSS is not attached with the software, it must be ordered within 90 days from the software order submission date. After the 90-day grace period for initial attach of SWSS, ordering of SWSS may be subject to reinstatement policy fees.

Quoting and Ordering

Q. How do I order SWSS?

- A.** SWSS can be ordered like other service in Cisco Commerce Workspace at point of sale (POS) or within 90 days of the purchase date.

Q. What is the service level for SWSS?

- A.** The Cisco Branded Services for SWSS is ECMU or equivalent. For a complete list of service levels, see the [Cisco Global Price List](#).

Q. What is the minimum contract duration for SWSS?

- A.** SWSS has a required attach for a minimum of one year, but the service can be ordered for three or five years.

Q. If I miss renewing SWSS, can it be renewed at a later date?

- A.** As with any other service, any contract that is not renewed after 30 days of its end-of-coverage end date will have an expired status. Contract reinstatement fees may apply to renew after the 30-day grace period.

Pricing

Q. How is the SWSS price determined?

- A.** The price of SASU in the U.S. and Canada price lists are reused in the pricing of SWSS for the migrated product families. In some other regions, the list price may be different due to standard market pricing of SWSS.

Q. Can new and renewal SWSS transactions be ordered through the Brazil price list?

- A.** No, SWSS can only be done using a U.S. or LATAM price list. Quoting and ordering using the Brazil price list will result in a hard stop error and will need to be re-quoted.

Q. Can new and renewal SWSS transactions be ordered through the India price list?

- A.** No, SWSS can only be done using a U.S. or EMEAR price list. Quoting and ordering using the India price list will result in a hard stop error and will need to be re-quoted.

Resources

Q. How do I get more information?

The following sites can help you find the information you need:

- [Sales Connect](#)
- SWSS on Cisco.com <http://www.cisco.com/go/swss>



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San Jose, CA

Asia Pacific Headquarters
Cisco Systems (USA) Pte. Ltd.
Singapore

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