



Services for Cisco ONE Software

Supporting an Agile, Responsive Software Architecture

Welcome to today's IT world. Always changing, with ever increasing demands. And management expects specific business outcomes in shrinking timeframes. How can your infrastructure keep up? How can you and your team deliver on these expectations?

Cisco® ONE Software, prepackaged software products for the data center, WAN, and access portions of your network, can help meet your IT challenges (See Figure 1). And **Services for Cisco ONE Software** supports your investment by helping you develop an architecture to keep pace with change (Figure 2), improve planning and solution design to accelerate results. Minimize deployment risk and optimize your IT initiatives with ongoing support from Cisco. We will help you make the people, processes, and data in your organization work better together.

Benefits for Your Organization

With Services for Cisco ONE Software, your organization gains:

- Investment protection with services-enabled software across hardware refresh cycles
- Flexibility of license migration from physical devices to virtual machines
- Ongoing innovation and faster access to new Cisco software features and products
- Accelerated deployment cycles with less risk

For a summary of the benefits and coverage offered by Cisco Services for Cisco ONE Software, see Table 1.

Figure 1. Cisco ONE Software

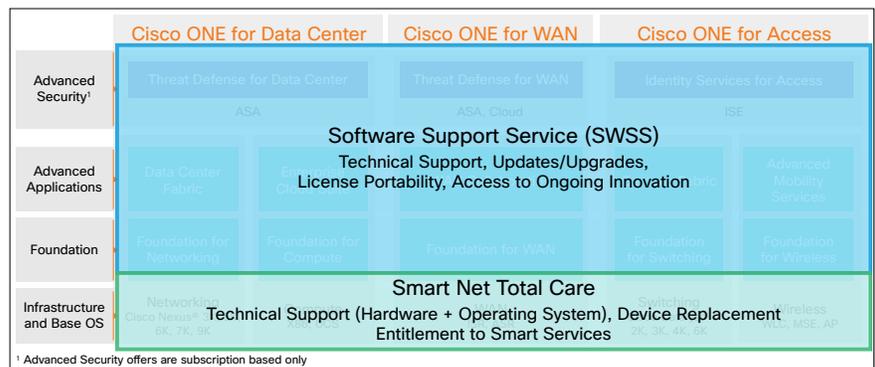
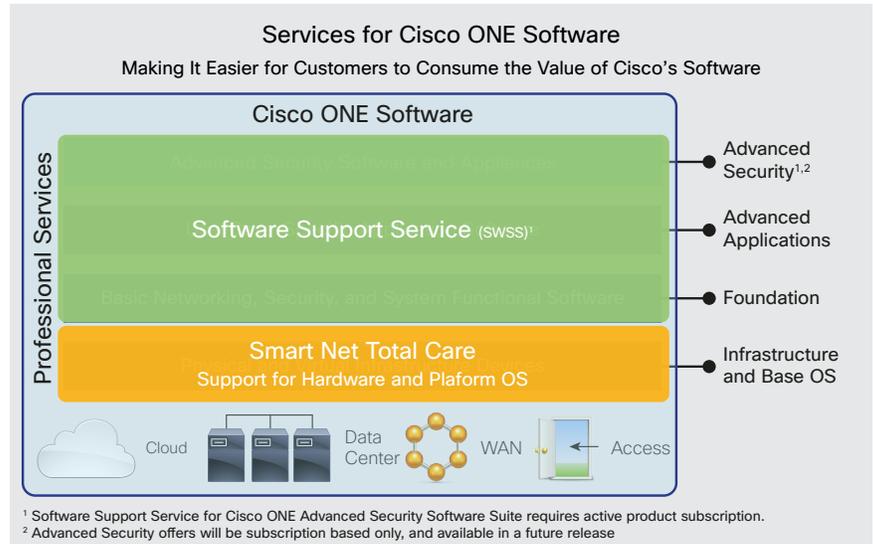


Figure 2. Our services cover your complete Cisco ONE support needs. For Cisco ONE software, Software Support Services (SWSS), at the device and network levels, Smart Net Total Care (SNTC), and for IT projects spanning hardware and software at the solution level, professional services.



Cisco Services: Dedicated to Your Success

Our services enable you to deliver software-based capabilities successfully - on time, within budget, and with maximum value. Cisco Services are fundamental to bringing your IT initiatives together - from strategy to support, even in a multi-vendor environment. From start to finish, we make sure your project will deliver business outcomes that align with your goals. Our experts can optimize your solution to deliver high uptime, performance, and flexibility. We also provide ongoing support for day-to-day operation and management.

Pairing software and hardware support together with project-based services provides the best benefits to reduce costs and keep your business on track. For Cisco ONE Software, Software Support Service (SWSS) is required for a minimum first year. Then to support your infrastructure hardware and base OS software, we highly recommend you select [Cisco Smart Net Total Care](#)¹. Smart Net Total Care is available globally 24 hours a day, 365 days per year for the underlying hardware on which Cisco ONE Software Suites are deployed (Figure 3). And then for IT strategy and project-based services, take a look at our professional services portfolio.

¹ Covers Cisco products only.

Figure 3. Technical Services for Cisco ONE Software

Software Support Service (SWSS)								
Software Support (Required for Cisco ONE Software Suites)	24 x 7 Cisco TAC Software Support	Registered Access to Cisco.com	Software Updates and Upgrades	Access to Ongoing Innovation	Enables License Portability			
	✓	✓	✓	✓	✓			
Smart Net Total Care (SNTC)								
Infrastructure Support (Hardware and Base OS)	24 x 7 Cisco TAC Hardware and Base OS Support	Registered Access to Cisco.com	Base OS Updates	Advance Hardware Replacement	Smart Call Home Diagnostics and Alerts	Entitlement to Smart Capabilities		
						Device Diagnostics	Alerts Management	Installed Base and Contract Management
	✓	✓	✓	✓	✓	✓	✓	✓
Enhanced Limited Lifetime Warranty	8x5 90 Days	X	X	NBD	X	X	X	X
Standard Warranty*	X	X	X	X	X	X	X	X

* Standard HW/SW warranty is 90 days. See <http://www.cisco.com/go/warranty> for more information.

Cisco Software Support Service

Our Software Support Service (SWSS) provides the technical support expertise you need to successfully navigate the rich features and functionality of Cisco ONE Software. SWSS provides access to ongoing innovation and entitlement to license portability, major software upgrades, minor software updates, access to our award-winning Technical Assistance Center (TAC), and instant access to online resources. By providing an integrated and comprehensive service, we help you quickly resolve issues while seeing cost savings and productivity gains.

Cisco ONE Software Foundation and Advanced Applications suites both use Cisco Software Support Service (SWSS) for ongoing support and maintenance.

SWSS provides:

- Access to the TAC for software issues 24 hours a day, 7 days a week
- Major upgrades, minor updates, and maintenance for licensed software applications
- Entitlement to software license portability
- Access to ongoing innovation
- Access to online resources

Software Support Service (SWSS) is required either at point of sale or within 90 days, for a minimum of a year. For continued access to ongoing innovation, license portability, and support beyond year one, SWSS can be ordered and/or renewed in multi-year contracts.

Why Cisco?

People, process, data, and things – the Internet of Everything (IoE) connects them all. But only Cisco can deliver on the IoE promise. Our portfolio is designed for the IoE era. From next-generation networks to industry-leading mobility, cloud, and video solutions, we can provide what you need. Connect the unconnected and unleash the full value of the Internet of Everything. Cisco ONE Software paired with Cisco Services are an integral step in your journey to [transform IT to fast IT](#).

Why Cisco Services?

Realize the full business value of your investments with smart, personalized services from Cisco and our partners. Whether you want to seize new opportunities, meet business demands, improve operational efficiency, lower costs, mitigate risk, or accelerate growth, we can help. For more information about Cisco Services, visit www.cisco.com/go/services.

Figure 4. Cisco Software Support Services

Key Features	
24/7 Technical Assistance Center (TAC) Access	Provides 24x7 telephone access to specialized engineers for SW
Online Technical Resources	Anytime access to Cisco.com online troubleshooting tools for SW
Application Software, Minor Updates and Major Upgrades	Access to software maintenance and minor release updates (includes patches and bug fixes); major release software upgrades at no additional charge
 Embedded Licensed Software, Minor Updates and Major Upgrades	Access to software maintenance and minor release updates (includes patches and bug fixes); major release software upgrades at no additional charge
 Application Software, New Software within Suite	Continuous innovation entitlement > access to new software added to purchased suite(s)
 Services-enabled License Portability	Move licenses from one hardware platform generation to the next and also from physical to virtual machines

* Continuous innovation and license portability are features of Cisco ONE Software available to those customers with an active SWSS contract

Cisco Smart Net Total Care™

Cisco Smart Net Total Care (SNTC) provides award-winning technical support service along with entitlement to smart services that can streamline incident management and provide additional tools for service coverage management, security and product alerts, and product lifecycle management. This proactive maintenance package helps mitigate risk, resolve problems faster, and improve operational efficiency. This is how:

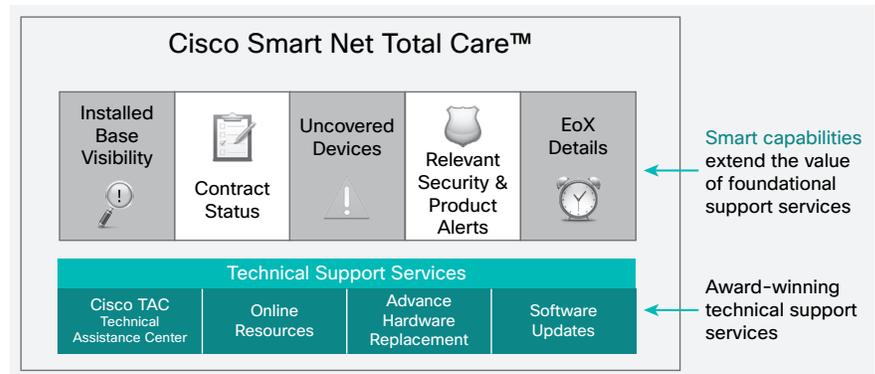
To help ensure coverage for your Cisco base OS software and hardware, we highly recommend SNTC which provides 24-hour global support for the underlying hardware platforms where Cisco ONE Software is deployed.

Cisco Smart Net Total Care includes access to TAC for hardware and entitlement to smart capabilities to reduce your operating expenses and free your IT staff to focus on business innovation. Entitlement provides self-service access to the SNTC portal, free download of the Cisco collector software, and community support for the portal and collector.

SNTC includes:

- Access to the TAC for hardware and base OS software issues 24 hours a day, 7 days a week
- Software updates for base OS software
- Access to online resources
- Advance hardware replacement
- Entitlement to smart capabilities

Figure 5. Smart Net Total Care entitlement provides self-service access to the SNTC portal, download of the Cisco collector software, and community support for the portal and collector.



Professional Services

Cisco Professional Services can be easily paired with Cisco ONE Software. These services have been designed to accelerate innovation in your IT environment. To plan and design new IT initiatives, take a look at our quick start services. And to gain maximum value from your IT environment, optimization services are also available for all data center and cloud, WAN, and access capabilities included with Cisco ONE Software.

Engaging services can help you cost-effectively support your business and system requirements, and accelerate time to innovation. By providing superior networking expertise and a proven roadmap, Cisco Services help you achieve your goals faster and with less risk. Our professional services cover all project lifecycle of plan, build and manage:

- **Plan:** Set expectations, define strategy, design roadmaps, and define plan to track results. By identifying use cases and requirements, we help you address architecture and security gaps as well as plan for technology innovations that you may not be aware of today.
- **Build:** Expert assistance to deploy your software-based network solution. Network experts provide oversight and support to avoid delays and rework. And migration services can be added as needed.
- **Manage:** Optimize and continuously fine-tune your infrastructure and applications to maximize performance and maintain operational excellence and efficiency.

To get started, take a look at our quick start services, such as Quick Start for Cisco Nexus 9000 Series Switches. And to gain maximum value from your IT environment, optimization services (such as Network Optimization Service) are also available for all DC, WAN, and access capabilities included with Cisco ONE Software.

Value of Cisco Services

To demonstrate the value of our services, Cisco publishes customer case studies and engages analysts to review actual customer scenarios. Among other analyst studies, Forrester has completed research studies on Smart Net Total Care (formerly SMARTnet), Network Optimization Services (NOS), and most recently, Data Center Optimization Services (DCOS). Utilizing their unique Total Economic Impact™ methodology, Forrester Research found compelling return on investment (ROI) of between 119%-267% (depending on the service). Better yet, there is almost immediate payback period and high net present value approaching ~\$700K.

Sources: [The Total Economic Impact of Cisco SMARTnet Service](#), a commissioned study conducted by Forrester Consulting on behalf of Cisco, March 2012 (192% ROI); [The Total Economic Impact Of Cisco Networking Optimization Services](#), a commissioned study conducted by Forrester Consulting on behalf of Cisco, March 2013 (267% ROI); [The Total Economic Impact Of Cisco Data Center Optimization Services](#), a commissioned study conducted by Forrester Consulting on behalf of Cisco, December 2013 (119% ROI).

Table 1. Services for Cisco ONE Software

Summary of Services for Cisco ONE Software	Type of Service		
	Software Support Service (SWSS)	Smart Net Total Care	Professional Services
Feature/Benefit	Software Support	Hardware and Contract Support	Strategy and/or Project Based
• Platform and OS software (minor updates and major releases)		X	
• Application software (minor updates and major releases)	X		
• Software Innovation Protection	X		
• 24x7 access to the Cisco TAC	X	X	
• Access to online Technical Resources	X	X	
• Advance Hardware Replacement		X	
• Next Day Hardware Service (option)		X	
• Same Day Hardware Service (option)		X	
• Proactive Device Diagnostics		X	
• Installed base device and contract management		X	
• Alerts management		X	
• Organization/Project Strategy			X
• IT Project Planning			X
• IT Project Build			X
• IT Project Manage			X

Next Steps

To learn more about how Cisco Services for Cisco ONE Software can help your organization, visit www.cisco.com/go/one.

Cisco Services for Cisco ONE Software Suite provide a wide range of software and hardware support options to help you realize the full business benefits of your investments.