



Cisco Managed Services Channel Program Prequalification Worksheet

Express Level

The Cisco® Managed Services Express certification is for partners who sell Cisco-based managed services and who have expertise in presales, design, and implementation of Cisco technologies. Cisco Managed Services Express Channel Partners can either offer these services through own their network operations center (NOC) or enter into service-level management (SLM) through a contractual relationship with a third-party NOC investment to provide these services. Managed Service Express Channel Partners are responsible for managing the customer relationship and represent the managed services they sell as their own. These partners must demonstrate capabilities to support a minimum of two or more referenceable customers.

This document serves as a guideline to the partner considering enrolling in the Managed Services Channel Program at the Express level. The questions provide insight toward eligibility for this program. It is recommended that the partner complete this exercise with a Cisco channel account manager (CAM).

For a complete list of requirements for the Managed Services Express level, please refer to the audit website at www.cisco.com/go/audit.

NOTE: If your computer settings do not allow for interactive fields, please print and fill out.

Partner Information	
Where is your company headquartered?	City: Country:
In how many countries do you have legal registrations to conduct business?	#:
Are you a direct competitor of Cisco or majority owned by a competitor?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Does your company maintain a current registration to ISO/IEC 27001?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If yes, please explain.	
Relationship with Cisco	
Do you currently have a channel relationship with Cisco by way of an executed Systems Integrator (SI) Agreement (or equivalent) or Indirect Channel Partner Agreement (ICPA)?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Have you registered each country where you wish to procure products from Cisco? http://www.cisco.com/web/partners/pr11/pr193/index.html	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are you a Cisco Gold, Silver, or Master Specialized Partner?	<input type="checkbox"/> Gold <input type="checkbox"/> Silver <input type="checkbox"/> Master Specialized
Personnel	
Minimum 2 Cisco CCNA® certified associated required (must be regular, full-time employees).	
CCNA #1 Name:	CSCO #:
CCNA #2 Name:	CSCO #
1 ITIL® Foundation Certified individual (Version 2.0 or later).	
Name:	ITIL® Version #:
1 customer relationship manager.	
Name:	Hire Date:
<i>Customer relationship manager (proof of employment and job description will be required as part of the document upload process)</i>	
Do you have processes in place to ensure that any customer incidents are worked on by staff with the required Cisco expertise and certifications?	<input type="checkbox"/> Yes <input type="checkbox"/> No

Managed Services	
Do you sell Cisco technologies as a finished solution to customers, with an ongoing billing relationship associated with the service, and contract term of no less than one year?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are the solutions managed remotely by highly skilled professionals from a network operations center?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are you the single point of contact to the customer, regardless of any white-label or subcontracted relationships?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are Cisco devices monitored 24 hours per day, 7 days per week with regular polling intervals?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Do you have a formal service-level agreement (SLA) with the end customer that includes an explicit commitment to a certain level of application or service quality?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Do your SLAs include penalties for missing contractual obligations?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Network Operations Center (NOC)	
Do you have a fully operational network operations center, or do you have a contractual relationship with an approved MSCP NOC provider to proactively monitor and manage Cisco devices? <i>(An approved MSCP NOC provider is a Cisco partner who has achieved either the Advanced or Master level of the program and is recognized as an approved White Label Producer.)</i>	<input type="checkbox"/> NOC <input type="checkbox"/> Third-party provider
If you have a NOC, in what country, state/province, and city is it located?	
Additional NOC, SOC, or service desk location(s):	
Name:	CSCO #:

If third-party provider is selected above, skip this section.	
Can you meet all requirements (incident management, problem management, configuration management, change management, release management, onsite response and troubleshooting, and remote troubleshooting access) outlined in the Cisco Channel Program Audit & Policies document for the Managed Services Express level and provide necessary documentation as evidence upon request?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Do you have documented procedures to ensure that all aspects of service operations are managed effectively and within customer expectations?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Can you demonstrate procedures to ensure that effective security is in place for all aspects of the service and underlying infrastructure?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Can you demonstrate your ability to monitor and report service performance trends to ensure that SLAs can continue to be met as service needs increase? (Capacity planning)	<input type="checkbox"/> Yes <input type="checkbox"/> No

White Label	
Do you white-label another provider's managed service(s) and package and sell the services as your own? (In other words, are you a white-label marketer?)	<input type="checkbox"/> Yes <input type="checkbox"/> No
Please name the third-party company or companies:	
Can you provide evidence of the contractual relationship you have with the subcontractor(s) to deploy your managed services?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Which portions of your managed services do you subcontract? <i>(Check any that apply)</i>	<input type="checkbox"/> Sales <input type="checkbox"/> Product installation <input type="checkbox"/> Monitoring <input type="checkbox"/> Troubleshooting <input type="checkbox"/> Onsite fix
Please explain.	
Do you have a customer relationship manager on staff whose job is to manage the subcontracted relationships and assure customer satisfaction?	<input type="checkbox"/> Yes <input type="checkbox"/> No

Managed Services Offerings	
Do you have at least one, repeatable Cisco-based managed solution?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Please provide the name you market this service under:	
Please provide the primary technology or technologies this service is based upon. (For example, security, routing and switching, unified communications, TelePresence, data center, wireless/mobility, or a combination.)	
Can you provide a published marketing service description of each managed service you offer?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Can you provide the geographic coverage for that service? (A list of countries where that managed service is available to customers.)	<input type="checkbox"/> Yes <input type="checkbox"/> No
Can you provide a minimum of two customer references under contract to validate managed services requirements?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Point-of-Sale Data Requirements	
Providing end-customer point-of-sale (POS) data is a requirement of this program for partners seeking to receive MSCP discounts. Are you able to provide POS data on a monthly basis for each country where managed services are sold, for all orders that do not contain end-user information at the time of the order?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Required Documentation	
Partner is required to upload 2 customer SLAs showing proof of the following requirements:	<input type="checkbox"/> Signed by a customer <input type="checkbox"/> Terms of more than a year <input type="checkbox"/> SLA describes service obligations
Partner is required to upload the Managed Services Express Customer Reference Template found at www.cisco.com/go/msexpress	<input type="checkbox"/>
Partner is required to upload the ITIL® certificate for the qualifying individual.	<input type="checkbox"/>
Partner is required to upload contract held with the white label producer, if applying partner does not have own NOC.	<input type="checkbox"/>
Partner is required to upload the name, proof of employment, and job description for the person filling the customer relationship management role.	<input type="checkbox"/>
Partner is required to sign the MSCP Program Terms and Conditions	<input type="checkbox"/>
Partner is required to sign the "White Label Policies" if white-labeling another partner's service.	<input type="checkbox"/>
Contact Information	
Please enter your company's contact name, phone, and email address.	
Contact name:	
Contact email:	
Contact phone:	
Marketing contact name:	
Marketing contact email:	
Cisco channel account manager (CAM) name:	
Cisco CAM email:	
Cisco systems engineer (SE) name:	
Cisco SE email:	