

Cisco Metacloud Support

Product Overview: A Different Kind of Private Cloud

The Cisco Metacloud™ solution offers a different kind of private cloud. There is no distribution to download and figure out, and no hardware appliance that’s quickly out of date. We give you a public cloud experience, privately. We take care of what’s “behind the curtain” so that you can build and operate amazing apps.

Your Metacloud availability zones are engineered and remotely operated 24 hours a day, 365 days a year (27x7x365 support), from our secure operations center. That means that we take responsibility for keeping your cloud running all day, every day, while your team uses the real-time hypervisor and OS insights from our dashboard to provide a world-class cloud platform for your developers.

Cisco Advanced Operations Support

Every Metacloud deployment includes Cisco® Advanced Operations Support, which provides the features summarized in Table 1.

Table 1. Cisco Advanced Operations Support^{*}

Feature	Description	Advanced Operations
Support help center	Cloud administrator access to support portal, product documentation, and support engineers 24x7x365	Website and phone
Service-level agreement (SLA) guarantee	Response-time SLA and uptime guarantee.	99.99% Metacloud Platform uptime guarantee
Network Options	<p>** Three Network options are offered:</p> <ol style="list-style-type: none"> 1. Cisco Managed (default and recommended option) 2. Cisco Managed Gateway 3. Customer Managed 	<p>All three-network configurations are supported.</p> <p>** SLA for data plane (networking) is a function of Cisco managed network elements.</p>
Maintenance and upgrades	Proactive troubleshooting, including operating system, cloud software patches, upgrades, and virtual machine migrations	Yes; includes customer-defined maintenance windows
24x7x365 proactive monitoring	Proactive monitoring of cloud servers and private cloud platform	Yes
Capacity planning assistance	<p>Weekly report of capacity and utilization. Alerts on saturation of Storage, Compute, Network.</p> <p>We work with you on your cloud performance and scaling to meet both current and future needs; includes help with server, storage, and networking equipment choices and architecture</p>	Yes
Capacity additions	Support for when you need to add to your existing cloud controllers, hypervisors, storage, or networking resources	Yes
Hardware Management	<ul style="list-style-type: none"> • Verify Cisco hardware firmware versions are compatible with Metacloud (update if needed), and update firmware for key security issues. • Monitor all hardware in the Metacloud Cloud Detection of failed hardware and remediation (take failed hardware out of service, and restore service when hardware is replaced). Information to assist with replacement of failed hardware. 	Included
Hardware replacement and refresh support	Support for when you want to refresh or replace your cloud controllers, storage, or networking resources	Yes; up to 2 projects per year

^{*} Please refer to Metacloud Service Description document for more details

Cisco SolutionsPlus Partner Technology Packs

Cisco SolutionsPlus is a resale program that places a selected set of Cisco Compatible products on the Cisco price list, enabling customers to order these third-party products from Cisco sales teams and channel partners. Products in SolutionsPlus complement and augment Cisco's advanced technology products. SolutionsPlus vendors are part of the Cisco Solution Partner Program and provide all service and support. Program participants are limited and strategically selected. Metacloud partners are listed in Table 2.

Table 2. Cisco SolutionsPlus Members for Metacloud

Company	Use Case	Managed
Apprenda	An enterprise platform-as-a-service (PaaS) solution, installed on the Metacloud platform that makes it easy to transform your private cloud into a self-service platform for .NET and Java applications.	Customer
Pivotal Cloud Foundry	Pivotal Cloud Foundry, in combination with the Metacloud platform, provides a cloud-native environment so that organizations can accelerate their time to market for software solutions.	Customer
SwiftStack	This highly scalable OpenStack Swift-based object storage solution integrates with Metacloud identity. It can be used for archival data, backups, and content and media delivery.	Customer
Cloudwick	This big data service integrator for Hadoop, Spark, Cassandra, and Elastic services can be deployed on the Metacloud platform.	Customer
SolidFire	This solution offers flash-based high-performance storage for block data volumes. The Metacloud platform can use SolidFire as a back end for the OpenStack Volumes service (code name: Cinder).	Customer

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For More Information

See <http://www.cisco.com/go/metapod>.



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