

Nexus OS

Cisco+ Hybrid Cloud Create Your Own

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Cisco+ Hybrid Cloud overview

Cisco+ Hybrid Cloud delivers cross-portfolio solutions as-a-service providing you with ideal flexibility in designing and operating reliable, secure, efficient, and cost-effective hybrid cloud infrastructure through on-demand delivery of IT resources. With Cisco+ Hybrid Cloud, we simplify how our customers and partners consume, use, and operate hardware and software technologies, a paradigm shift from products and solutions to predictable outcomes. Cisco+ Hybrid Cloud provides all the benefits of Cisco, now as a service.

The Cisco+ Hybrid Cloud provides a framework for “intelligent consumption” that offers a holistic operating model to manage and optimize on-premises, edge, and cloud resources. Intelligent consumption is a hybrid approach that requires visualization, optimization, and orchestration of both applications and infrastructure across public clouds and the on-premises data center. It will provide partners the opportunity to offer services to fully manage customer workloads in real time, based on the customer’s business and technical requirements and the specific interdependencies of their individual workloads.

At present, Cisco+ Hybrid Cloud is a pay-per-use consumption model offering. It simplifies the delivery model of on-premise compute, network, and storage resources for a partner’s managed services customers, allowing them to pay only for what they use, through a flexible consumption approach with shared risk.

Flexible consumption model benefits

Line-Of-Business (LOB) teams are continually under pressure for faster time to market and new innovations. CIOs are increasingly viewing themselves as service providers to business teams, while CFOs continue to feel the pressure to reduce or eliminate capital expenditure and increase investment payback. Cisco understands that enterprises are looking to align “IT resources + spend” and “usage + biz demand.” As a result, Cisco+ flexible consumption models provide flexibility to scale, product-obsolescence protection, convenience, improved financial position, on-going innovation, and cloud-like simplicity. Cisco+ flexible consumption models were designed to address the following six business needs.

Table 1. Flexible consumption model benefits

Growth environment	Security and compliance	Cloud-like experience
Desire for consistent growth, where the growth is anticipated but its timing is unknown or unpredictable	Prefer the privacy, security, regulatory, and compliance benefits of on-premises IT	Desire an on-premises offering that combines physical infrastructure with the simplicity and flexibility of cloud-based pricing and management
Agility	Burst demand	Performance and low latency
Need to receive requested capacity in a timely manner, receive faster service upgrades, achieve faster time to value, and deliver faster and better service to customers	Must be able to deal with expected seasonal or periodic burst capacity requirements above and beyond the consistent or normally required capacity	Need for high performance and low latency to achieve target outcomes for business workloads

Cisco+ flexible consumption models benefits partners in the following ways:

- Simple purchase experience
- Ready-to-use on-premises buffer capacity
- Transparent prices
- Utility-based services
- Consumption analytics
- Cloud-like operations management dashboard
- Easy to expand capacity

Table 2. Cisco+ Hybrid Cloud purchases are different than a lease

Purchase attributes	Traditional lease	Cisco+ flexible consumption
Flexibility to scale	<ul style="list-style-type: none"> • New purchase required to expand • No capacity planning and management offered by financing company 	<ul style="list-style-type: none"> • Elastic infrastructure that can flex with customer business needs • Per-use cost increase (or decrease) to expand (or shrink)
Product value	<ul style="list-style-type: none"> • Spread payments to lower the cost of entry into solution • Tech refresh directly tied to buying cycle 	<ul style="list-style-type: none"> • Per-unit monthly service charges lower the cost of entry into solution • Tech expansion, updates, and renewal decoupled from buying cycles • Product obsolescence protection
Convenience	<ul style="list-style-type: none"> • Two negotiations: vendor (discounts) plus financing (interest) • Two contracts to acquire solution • Recieve monthly invoice, make single payment each month 	<ul style="list-style-type: none"> • Support services embedded in solution • Cloud-like procurement simplicity • No equipment disposal requirements • Receive monthly invoice, make single payment each month
Financial position	<ul style="list-style-type: none"> • Conserve cash, while able to procure new solution • Custom payment arrangements (for example, defer payments, step up payments, ad-hoc contract terms) 	<ul style="list-style-type: none"> • Conserve cash, while able to procure new solution • Post-paid monthly service charges based on use • If customer chooses, treat as operating expense
Cost management	<ul style="list-style-type: none"> • Cost allocation model for IT infrastructure and operations loosely coupled with business use, often resulting in cost spreading among departments 	<ul style="list-style-type: none"> • Usage and cost analytics for IT to adopt service-provider model, enabling tighter tracing of business use to cost of IT services for showback and chargeback

Cisco+ Hybrid Cloud Build your own solution

The Cisco+ Hybrid Cloud Build Your Own solution gives you the freedom to custom mix and match best-in-class IT infrastructure for your hybrid-cloud deployments. You choose the hardware, software, and support for your specific workloads needs. Choose from any Cisco UCS® rack server, blade server, HyperFlex™, Nexus® 9000 series switches, and MDS 9000 series multilayer storage networking switches. Build the system that is the best fit for your unique business needs. With Cisco+ Hybrid Cloud, deploy the custom solution that you need and pay only for what you use. It's simple to click and select components to assemble a full-stack solution consisting of hardware, software, and services with compute + network + storage technologies, in minutes to handle your unique workload needs.

Table 3. Build your own solution components

Rack server “build your own” solution components

Component	Type	Status
Cisco UCS C-Series Rack Servers and Chassis	Hardware	Mandatory
Fabric interconnect	Hardware	Optional
Cisco Intersight™	Software	Mandatory
Cisco Intersight Workload Optimizer	Software	Optional
Technical support	Services	Mandatory
Consumption lifecycle services	Services	Included

Blade server “build your own” solution components

Component	Type	Status
Cisco UCS B-Series Blade Servers and Chassis	Hardware	Mandatory
Fabric interconnect	Hardware	Mandatory
Cisco Intersight	Software	Mandatory
Cisco Intersight Workload Optimizer	Software	Optional
Technical support	Services	Mandatory
Consumption lifecycle services	Services	Included

Hyperconverged infrastructure “build your own” solution components

Component	Type	Status
<u>Cisco HyperFlex System</u>	Hardware	Mandatory
<u>Fabric interconnect</u>	Hardware	Optional
<u>HyperFlex Data Platform</u>	Software	Mandatory
<u>Cisco Intersight</u>	Software	Mandatory
<u>Cisco Workload Optimizer</u>	Software	Optional
<u>Technical support</u>	Services	Mandatory
<u>Consumption lifecycle services</u>	Services	Included

Nexus data center switching “build your own” solution components

Component	Type	Status
<u>Cisco Nexus 9000 Series Switches</u>	Hardware	Mandatory
<u>Nexus Dashboard</u>	Hardware	Mandatory
<u>DCN Premier</u>	Software	Mandatory
<u>Nexus OS</u>	Software	Optional
<u>Cisco® Application Centric Infrastructure</u>	Software	Optional
<u>Nexus Dashboard Fabric Controller</u>	Software	Optional
<u>Technical support</u>	Services	Mandatory
<u>Consumption lifecycle services</u>	Services	Included

MDS storage networking “build your own” solution components

Component	Type	Status
<u>Cisco MDS 9000 Series Multilayer Switches</u>	Hardware	Mandatory
<u>Nexus Dashboard</u>	Hardware	Mandatory
MDS Premier	Software	Mandatory
<u>NXOS-SAN</u>	Software	Mandatory
<u>Nexus Dashboard SAN Controller</u>	Software	Mandatory
<u>Technical support</u>	Services	Mandatory
<u>Consumption lifecycle services</u>	Services	Included

Elements in Cisco+ Hybrid Cloud build your own solution plans



Table 4. Cisco UCS and hyperconverged infrastructure custom solution product details

Component product name	Short description and component product specifications
Cisco UCS B-Series Blade Servers	<p>Cisco UCS B-Series Blade Servers are based on Intel® Xeon® processors. They work with virtualized and non-virtualized applications to increase performance, energy efficiency, flexibility, and administrator productivity.</p> <p>https://www.cisco.com/site/us/en/products/computing/servers-unified-computing-systems/ucs-b-series-blade-servers/index.html</p>
Cisco HyperFlex	<p>Cisco HyperFlex systems are deployed as a pre-integrated cluster with a unified pool of resources that you can quickly provision, adapt, scale, and manage to efficiently power your applications and your business.</p> <p>https://www.cisco.com/c/en/us/products/collateral/hyperconverged-infrastructure/hyperflex-hx-series/datasheet-c78-2574068.html</p>
Cisco Intersight	<p>Cisco Intersight, Cisco's cloud operations platform, is powered by proactive support and enterprise-class security. It is an intelligent SaaS offering for teams to manage their Intersight-connected Cisco data center products such as Cisco UCS, HyperFlex, and converged infrastructure solutions, as well as third-party endpoints, such as storage and hypervisors. Cisco+ Hybrid Cloud includes Intersight Advantage with the option to select Intersight Premier versions for additional functionality.</p> <p>https://www.cisco.com/c/en/us/products/collateral/cloud-systems-management/intersight/solution-overview-c22-743992.html</p>

Component product name	Short description and component product specifications
Cisco Intersight Workload Optimizer	<p>Cisco Intersight Workload Optimizer breaks down operation silos and gives IT teams the visibility, insight, and actions they need to improve business outcomes.</p> <p>https://www.cisco.com/c/en/us/products/collateral/servers-unified-computing/workload-optimization-manager/intersight-workload-optimizer-aag.html</p>
Cisco HyperFlex HX Data Platform	<p>The Cisco HyperFlex HX Data Platform revolutionizes data storage for hyperconverged infrastructure deployments and makes Cisco HyperFlex systems ready for your enterprise applications. Available for data center and edge configurations.</p> <p>https://www.cisco.com/c/en/us/products/collateral/hyperconverged-infrastructure/hyperflex-hx-series/white-paper-c11-736814.html</p>

Table 5. Nexus custom solution component product details

Component product name	Short description and component product specifications
Cisco Nexus Dashboard	<p>Cisco Nexus Dashboard provides a single automation platform to access data center network operational services and tools. You can deploy Cisco Nexus Dashboard Orchestrator, Cisco Nexus Dashboard Insights, and Cisco Nexus Dashboard SAN Controller using the Cisco Nexus Dashboard platform.</p> <p>https://www.cisco.com/c/en/us/products/data-center-analytics/nexus-dashboard/index.html</p>
Cisco Nexus 9300-FX2 Series Switches (leaf)	<p>The Cisco Nexus 9300-FX2 Series switches belong to the fixed Cisco Nexus 9000 platform based on Cisco Cloud Scale technology. The platform enables cost-effective cloud-scale deployments, an increased number of endpoints, and cloud services with wire-rate security and telemetry. The platform is built on modern system architecture designed to provide high performance and meet the evolving needs of highly scalable data centers and growing enterprises.</p> <p>https://www.cisco.com/c/en/us/products/collateral/switches/nexus-9000-series-switches/datasheet-c78-742282.html</p>
Cisco Nexus 9300-GX Series Switches (spine)	<p>Based on Cisco Cloud Scale technology, the Cisco Nexus 9300-GX switches are the next generation of fixed Cisco Nexus 9000 Series Switches capable of supporting 400 Gigabit Ethernet (GE). With the increase in use cases for applications requiring Artificial Intelligence (AI) and Machine Learning (ML), the platform addresses the need for high-performance, power-efficient, compact switches in the networking infrastructure.</p> <p>https://www.cisco.com/c/en/us/products/collateral/switches/nexus-9000-series-switches/nexus-9300-gx-series-switches-ds.html</p>
Cisco Application Centric Infrastructure	<p>The Cisco Application Centric Infrastructure (Cisco ACI®) is part of our intent-based networking framework to enable agility in the data center. It captures higher-level business and user intent in the form of a policy and translates this into the network constructs necessary to dynamically provision network, security, and infrastructure services.</p> <p>https://www.cisco.com/c/en/us/products/collateral/cloud-systems-management/application-policy-infrastructure-controller-apic/datasheet-c78-739715.html</p>
Cisco Nexus Dashboard Fabric Controller	<p>Cisco Nexus Dashboard Fabric Controller (NDFC), formerly DCNM, is the network management platform for all NX-OS enabled deployments. It spans new fabric architectures, storage network deployments, and IP Fabric for Media.</p> <p>https://www.cisco.com/c/en/us/products/cloud-systems-management/prime-data-center-network-manager/index.html#-benefits</p>

Table 6. MDS custom solution component product details

Component product name	Short description and component product specifications
Cisco MDS 9000 Series Multilayer Switches	<p>Cisco MDS 9000 Series Multilayer Switches offer a high-performance storage networking solution with the industry's highest port density, 64G Fibre Channel, NVMe over Fibre Channel, and industry's first in-line analytics capability, powered by Cisco Data Center Network Manager and SAN Insights. MDS 9000 is widely deployed from small fabrics to large, virtualized data centers powering the most stringent requirements around scale, security, analytics, performance, and high availability.</p> <p>https://www.cisco.com/c/en/us/products/storage-networking/index.html#-products</p>
Cisco Nexus Dashboard SAN Controller	<p>Cisco Nexus Dashboard SAN Controller provides an easy-to-use, centralized console to manage, configure, and troubleshoot all the MDS Fiber Channel switches. Cisco Nexus Dashboard SAN Controller provides centralized capacity to manage storage switches, view storage topology, and use powerful automation to reduce time to configure and troubleshoot.</p> <p>https://www.cisco.com/c/en/us/products/collateral/cloud-systems-management/prime-data-center-network-manager/at-a-glance-c45-741113.html</p>
Cisco SAN Insight	<p>Cisco SAN Insight is a simple and scalable SAN performance monitoring solution that helps with keeping the storage network running optimally, alerts of performance issues, and helps in troubleshooting. SAN Insight provides real-time visibility of performance data, such as network latency and bandwidth, to keep applications running optimally.</p> <p>https://www.cisco.com/c/en/us/products/collateral/storage-networking/mds-9700-series-multilayer-directors/solution-overview-c22-740197.html</p>

Cisco+ Hybrid Cloud consumption models

Cisco+ Hybrid Cloud is offered as a usage-based flexible consumption model. A Cisco+ Hybrid Cloud monthly subscription payment is inclusive of hardware, software, management tools, technical support, software updates, and lifecycle services. Cisco+ Hybrid Cloud is a full-stack solution where Cisco owns the assets and the customer is entitled to use the stack during the subscription term. The customer can acquire custom build-your-own solutions through a “Pay As You Use” (PAYU) or “Pay As You Grow” (PAYG) flexible consumption licensing model.

Pay As You Use (PAYU)

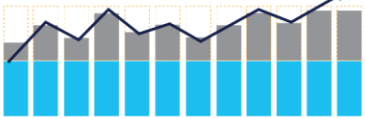
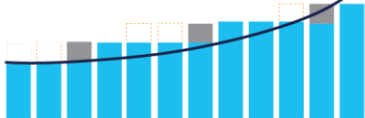
With the “pay as you use” model, you get the flexibility to grow and shrink capacity utilization on demand. If you choose this consumption option, Cisco ships both reserved (committed) and on-demand buffer capacity to your site. You’ll make monthly recurring payments for reserved capacity. You only pay for the on-demand buffer capacity when you use it. Cisco does not charge for on-demand capacity not in use. Use Cisco’s usage portal to monitor utilization and add more capacity based on your business needs. Cisco deploys a new tranche of reserved and on-demand capacity when you need more.

Pay As You Grow (PAYG)

With the “pay as you grow” model, you get growth capacity that ensures the business performance you need, without continuously over-provisioning. If you choose this consumption option, Cisco ships both reserved (committed) and on-demand buffer capacity to your site. You’ll make monthly recurring payments for reserved capacity. Once you use the on-demand buffer capacity, Cisco converts the on-demand capacity once used to reserved and continues to charge for it over the subscription term. Use Cisco’s usage portal to monitor utilization and add more capacity based on your business needs. Cisco deploys only on-demand buffer capacity for your growth needs.

Additional capacity added later will be placed on the same subscription ID for the same location as the previous deployment. However, the new deployment of capacity will have its own subscription start and end dates. For example, a previously deployed capacity of ten and a newly added capacity of five will not be co-terminated. Adding more capacity on day 2 will result in a new deployment with a new term duration.

Table 7. Cisco+ Hybrid Cloud consumption models

<div data-bbox="167 800 529 1045"> <p>Legend</p> <ul style="list-style-type: none"> Reserved capacity On-demand capacity, installed On-demand capacity, used </div>	<div data-bbox="630 821 992 1014"> <p style="text-align: center;">Pay as you use Flex up/down</p>  </div>	<div data-bbox="1089 821 1451 1014"> <p style="text-align: center;">Pay as you grow Flex up only</p>  </div>
Ideal-fit customer situation	Customers who understand their minimum capacity utilization needs and need flexibility to pay for what they use for unpredictable demand	Customers who need pre-installed extra capacity readily available for anticipated demand and to better align timing of revenues with expenses
Ship reserved + on-demand capacity on first deployment	Yes	Yes
Customer commits to recurring payments for reserved capacity	Yes	Yes
On-demand capacity is installed, ready to use	Yes	Yes
Customer only pays for on-demand capacity when used	Pay only for unit of capacity in use	Pay only for unit of capacity in use
Customer stops use of the on-demand capacity	Cisco does not charge for on-demand capacity not in use over the deployment term.	Cisco converts on-demand capacity to reserved once consumed and the burst in reserved capacity becomes the new baseline for reserved capacity for remainder of the deployment term, until another burst occurs.
Capacity expansion deployment(s)	Cisco deploys new tranche of reserved and on-demand capacity for capacity expansion.	Cisco deploys only on-demand buffer capacity for capacity expansion.

Cisco+ Hybrid Cloud reserved capacity is priced per unit per month. On-demand capacity is priced per unit per day. The unit of measure used for bespoke pricing and charging for the utilization of IT resources are as follows:

Table 8. Cisco+ Hybrid Cloud reserved capacity

Offer type	Technology type	Unit Of Measure (UOM)
Blade servers	Compute	Per node or per GiB of memory
Rack servers	Compute	Per node or per GiB of memory
HyperFlex	Hyperconverged infrastructure	Per GiB of storage or (per GiB of memory + per GiB storage)
Data center switching	Networking	Per switch or per port
Storage networking	Networking	Per switch or per port

Ordering information

Country availability

Cisco+ Hybrid Cloud is currently offered in the United States, Canada, United Kingdom, Germany, Netherlands, and Australia.

Partner eligibility

If you do not purchase directly from Cisco as an end customer, you must contact a qualified Cisco+ Hybrid Cloud partner to quote and order. Partners eligible to sell Cisco+ Hybrid Cloud meet the following criteria:

1. Partner is a Tier 1 partner that can transact directly with Cisco.
2. Partner has a Cisco Powered Hybrid Cloud / IaaS designation
OR
Partner has a Cisco Data Center Master or Advanced specialization.
3. Partner is enrolled into the Cisco+ Hybrid Cloud program.

How to quote and order

If you are an existing Cisco direct-end customer, please contact your Cisco account manager to quote and order.

Partners enrolled to sell Cisco+ Hybrid Cloud can use the following URL to quote and order “build your own” configurations: <https://apps.cisco.com/PDR/rest/quoting/specialoffers>

The Cisco+ Hybrid Cloud partner should click on “Build Your Own” in the commerce tool above to initiate the quoting process for custom configurations.

Cisco+ Hybrid Cloud does not require enrolled partners to know SKUs to quote and order. No SKUs are required to quote and order custom “build your own” configurations. Instead, enrolled partners use a step-by-step interface in Cisco Commerce to guide them from configuration to selection of the preferred consumption model for pricing. A partner ordering guide with step-by-step screenshots and process flows is available to Cisco+ Hybrid Cloud partners.

Table 9. Cisco+ Hybrid Cloud usage-based consumption billing SKUs

Cisco+ Hybrid Cloud build your own technology	Technology type	Meter type	UOM for quantity	Charge type	Item name	Item description
Blade servers	Compute	vMemory	GiB	Recurring	RESERVE-CM-B	Cisco+ Hybrid Cloud Reserve for Blades
Blade servers	Compute	vMemory	GiB	Usage	ONDEMAND-OM-B	Cisco+ Hybrid Cloud On-demand for Blades
Blade servers	Compute	Node	Node	Recurring	RESERVE-C-B	Full-stack Reserve Usage Billing for Blades
Blade servers	Compute	Node	Node	Usage	ONDEMAND-O-B	Full-stack On-demand Usage Billing for Blades
Rack servers	Compute	vMemory	GiB	Recurring	RESERVE-CM-R	Cisco+ Hybrid Cloud Reserve for Racks
Rack servers	Compute	vMemory	GiB	Usage	ONDEMAND-OM-R	Cisco+ Hybrid Cloud On-demand for Racks
Rack servers	Compute	Node	Node	Recurring	RESERVE-C-R	Full-stack Reserve Usage Billing for Racks
Rack servers	Compute	Node	Node	Usage	ONDEMAND-O-R	Full-stack On-demand Usage Billing for Racks
HyperFlex	HyperFlex	vMemory	GiB	Recurring	RESERVE-CM-HX	Cisco+ Hybrid Cloud Reserve for HyperFlex
HyperFlex	HyperFlex	vMemory	GiB	Usage	ONDEMAND-OM-HX	Cisco+ Hybrid Cloud On-demand for HyperFlex
Nexus switches	Networking	Switch	Switch	Recurring	NEX-RES-SWITCH	Cisco Hybrid Cloud Switch Reserve for Nexus
Nexus switches	Networking	Switch	Switch	Usage	NEX-OND-SWITCH	Cisco Hybrid Cloud Switch Ondemand for Nexus
Nexus switches	Networking	Port	Port	Recurring	NEX-RES-PORT	Cisco Hybrid Cloud Port Reserve for Nexus
Nexus switches	Networking	Port	Port	Usage	NEX-OND-PORT	Cisco Hybrid Cloud Port Ondemand for Nexus
MDS switches	Networking	Switch	Switch	Recurring	MDS-RES-SWITCH	Cisco Hybrid Cloud Switch Reserve for MDS
MDS switches	Networking	Switch	Switch	Usage	MDS-OND-SWITCH	Cisco Hybrid Cloud Switch On-demand for MDS
MDS switches	Networking	Port	Port	Recurring	MDS-RES-PORT	Cisco Hybrid Cloud Port Reserve for MDS
MDS switches	Networking	Port	Port	Usage	MDS-OND-PORT	Cisco Hybrid Cloud Port On-demand for MDS

Table 10. Cisco+ Hybrid Cloud subscription-based billing SKUs

Other add-on subscriptions	Technology type	Unit type	UOM for quantity	Charge type	Item name	Item description
VMware	3 rd -party software	Licenses	License	Recurring	PLHC-VMW-VF1-RES	Cisco+ Hybrid Cloud Res for VMW-VCS-FND-1A
Intersight Workload Optimizer (IWO)	3 rd -party software	Licenses	Each	Recurring	DC-MGT-WO-ES-B-RES	Cisco+ Hybrid Cloud Reserve for WO VM ES - Bespoke
Intersight Workload Optimizer (IWO)	3 rd -party software	Licenses	Each	Recurring	DC-MGT-WO-AD-B-RES	Cisco+ Hybrid Cloud Reserve for WO VM AD - Bespoke
Intersight Workload Optimizer (IWO)	3 rd -party software	Licenses	Each	Recurring	DC-MGT-WO-PR-B-RES	Cisco+ Hybrid Cloud Reserve for WO VM PR - Bespoke
Intersight Workload Optimizer (IWO)	3 rd -party software	Licenses	Each	Recurring	DC-MGT-WD-ES-B-RES	Cisco+ Hybrid Cloud Reserve for WO VDI ES - Bespoke
Intersight Workload Optimizer (IWO)	3 rd -party software	Licenses	Each	Recurring	DC-MGT-WD-AD-B-RES	Cisco+ Hybrid Cloud Reserve for WO VDI AD - Bespoke
Intersight Workload Optimizer (IWO)	3 rd -party software	Licenses	Each	Recurring	DC-MGT-WD-PR-B-RES	Cisco+ Hybrid Cloud Reserve for WO VDI PR - Bespoke

End-user terms

To review Cisco+ end-user program terms and Cisco+ Hybrid Cloud end-user offer-specific terms, please visit the cloud and software terms web page: <https://www.cisco.com/c/en/us/products/collateral/nb-06-plus-as-a-service/hybrid-cloud/end-user-terms-conditions.html>.

Warranty and support services information

Cisco+ Hybrid Cloud equipment and licensed software are covered by Cisco's standard warranties. The standard warranties for hardware and software product components within each configuration are described here: <https://www.cisco.com/go/warranty>.

In addition, Cisco+ Hybrid Cloud subscriptions include technical support coverage through the Cisco® Smart Net Total Care® (SNTC) program. Smart Net Total Care technical support tiers are described at the following at-a-glance: <https://www.cisco.com/c/en/us/products/collateral/cloud-systems-management/smart-net-total-care/at-a-glance-c45-743939.html>.

If you opt for premium support through the Cisco Solution Support program, please see the at-a-glance URL below for more service details: https://www.cisco.com/c/dam/en_us/services/portfolio/documents/solution-support-service-at-a-glance.pdf.

Important details of and exceptions to SNTC are available in the service descriptions referenced at the SNTC at-a-glance cited above. This includes cutoff times for ticket creation, heavy and oversize equipment, plus onsite support details. Detailed service descriptions are also available for review at the URLs below.

Cisco Smart Net Total Care Service:

https://www.cisco.com/c/dam/en_us/about/doing_business/legal/service_descriptions/docs/cisco-smart-net-total-care.pdf.

Cisco Field Services (on-site):

https://www.cisco.com/c/dam/en_us/about/doing_business/legal/service_descriptions/docs/cx-onsite-field-engineer-duties-description.pdf.

Customer success

When a Cisco+ Hybrid Cloud solution is purchased, Cisco includes consumption lifecycle services with the solution. A Cisco Portfolio Activation Specialist (PAS) is assigned to the Cisco+ Hybrid Cloud partner to provide basic customer success. Cisco will assist the partner with customer onboarding, usage monitoring, periodic reporting, and ad-hoc outreach. The PAS will assist the partner with metering activation and validation of customer acceptance of solution availability and readiness. The PAS will monitor and report consumption anomalies, support Quarterly Business Reviews (QBR) with the partner and customer, report utilization trends and benchmarks, and take ad-hoc outreaches to log cases for billing disputes and escalations, delays, and special support requests.

Cisco Professional Services and Partner Services

In addition to Cisco Smart Net Total Care and Solution Support options, our certified partners can help you transform experiences and accelerate business innovation and growth. Cisco and its certified partners have the depth and breadth of expertise to create a clear, replicable, optimized hybrid-cloud deployments. Planning and design services align technology with business goals and can increase the accuracy, speed, and efficiency of your deployment. Technical services can help you improve operational efficiency, save money, and mitigate risk. Optimization services are designed to continuously improve performance and help your team succeed with new technologies. For more information, please visit <https://www.cisco.com/go/services>.

Document history

New or revised topic	Described in	Date
Cisco+ Hybrid Cloud October 2021 Release		10-Oct-2021

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Cisco Systems (USA) Pte. Ltd.
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