

Cisco Hybrid Work from Home

May 2023

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Introduction

Purpose of this guide

This ordering guide is designed to help Cisco account teams and qualified Cisco partners quote and order Cisco Hybrid Work Offers: Hybrid Work from Home Offer (From Home Offer).

Using this guide and the supporting materials, you will understand:

- Bundles and devices included in the From Home Offer
- Device features and support services
- Ordering Hybrid Work from Home
- Available resources

Prices presented here are for guidance only.

Pricing presented in the Cisco Commerce Workspace (CCW) configuration is final.

Audience

The intended audience for this ordering guide is Cisco sales teams and partners who have been approved to sell the From Home Offer. This offer is transacted as four separate bundles in Cisco Commerce Workspace (CCW). Seller can order bundles directly in CCW. **You should be familiar with the CCW ordering platform.** Monthly and annual payment plans may be available. Contact [Cisco Capital](#) for payment plan information.















Offer overview

The Cisco Hybrid Work Offer is comprised of three models (Office, Software Foundation, Home). The focus of this guide is the **Cisco Hybrid Work from Home Offer**. The Hybrid Work offer, Cisco Hybrid Work Offer, is an end-to-end cross-architecture offering that brings together Cisco collaboration, security, visibility software, networking, and collaboration devices to deliver clear outcomes and a superior customer experience across the office and home, and anywhere in between.

The From Home Offer provides tailored home kits for different employee profiles and extends enterprise-quality wireless, video, and collaboration experience at the office to employees' homes. We provide recommended solutions for all types of home-office workers.

Home Solution bundles and included devices:

Entry	Standard	Professional	Premium
   Meraki Z3C Webex Camera Cisco Headset + Dock	   Meraki Z3C Webex Desk Mini Cisco Headset + Dock	   Meraki MX68CW Webex Desk Cisco Headset + Dock	   Meraki MR46, MX75, MG21 Webex Desk Pro Cisco Headset + Dock

Benefits:

- When coupled with Hybrid Work Software Suite, the From Home Offer extends the office experience to the home through enterprise-quality wireless, video, and collaboration.
- Predefined home bundles (Entry, Standard, Professional, Premium) support a variety of employee roles with office-in-a-box capability.
- Competitive pricing with standardized discounting available. Standard pricing is applicable specifically to listed products. Options, add-ons, and services may be purchased in addition to the bundle but are not included in bundle pricing.

Cisco Hybrid Work from Home offer

This offer will be available through CCW. Below are screenshots that show the step-by-step process.

Step 1. Enter a bundle SKU: HW-HOME-ENTRY; HW-HOME-STD; HW-HOME-PRO; HW-HOME-PREMIUM.

SKU / Program ID	Description	Product Family	List Price (USD)

SKU / Program ID	Description	Product Family	List Price (USD)

SKU / Program ID	Description	Product Family	List Price (USD)

SKU / Program ID	Description	Product Family	List Price (USD)

Note: Quantities of SKUs listed must match on each bundle as shown in screenshots.

Step 2. Configure bundle.

Entry (HW-HOME-ENTRY)

BUNDLE CONFIGURATION NAME

HW-HOME-ENTRY

Max. Estimated Lead Time 7 days

Global Price List in US Dollars (USD)

Set service preferences for this configuration

Cancel

Done

Warnings (2):

Please make a selection from the two Meraki Z3C LTE Teleworker Gateways. Based on the price list being used, choose WW or NA. (CE100007)

Please make a selection from the two Cisco Desk Cameras under Collaboration HW. Based on the price list being used, choose WW or NA. (CE100007)

Available Components

Unit List Price (USD)

COLLABORATION HW

MERAKI

Z3C-HW-NA

Meraki Z3C LTE Teleworker Gateway - N America

Estimated Lead Time: 75 days

Z3C-HW-WW

Meraki Z3C LTE Teleworker Gateway - Worldwide

Estimated Lead Time: 1 days

LIC-Z3C-ENT-1YR

Meraki Z3C Enterprise License and Support, 1YR

1 required

Estimated Lead Time: --

COLLABORATION HW > 1 Selected (Min 1, Max 99999)

Product

Original Unit List Price (USD)

Adjusted List Price (USD)

Qty

Extended List Price (USD)

Status

HS-WL-730-BUNAS-C

999.98

1

999.98

VALID

Add Custom Name

Edit Options

Select Services/Subscriptions

Remove Line

Add a COLLABORATION HW from the left panel

MERAKI > 1 Selected (Min 1, Max 99999)

Product

Original Unit List Price (USD)

Adjusted List Price (USD)

Qty

Extended List Price (USD)

Status

LIC-Z3C-ENT-1YR

248.37

1

248.37

VALID

Add Custom Name

Remove Line

Add a MERAKI from the left panel

Check Path Translation

Configuration Summary

All prices shown in USD

Total

1,248.35

Estimated Lead Time

7 days

Cancel

Done

Standard (HW-HOME-STANDARD)

BUNDLE CONFIGURATION NAME

HW-HOME-STD

Max. Estimated Lead Time 21 days

Global Price List in US Dollars (USD)

Set service preferences for this configuration

Cancel

Done

Warning (1):

Please make a selection from one of the two Meraki Z3C LTE Teleworker Gateways based on where the hardware will be deployed (CE202343)

Available Components

Unit List Price (USD)

COLLABORATION HW

MERAKI

CS-DESKMINI-K9

Cisco Webex Desk Mini 1 required

Estimated Lead Time: 21 days

HS-WL-730-BUNAS-C

730 Wireless Dual On-ear Headset+Stand USB-A

Bundle+Carbon 1 required

Estimated Lead Time: 7 days

COLLABORATION HW > 2 Selected (Min 1, Max 99999)

Product

Original Unit List Price (USD)

Adjusted List Price (USD)

Qty

Extended List Price (USD)

Status

CS-DESKMINI-K9

--

1

--

INVALID

Add Custom Name

Edit Options

Select Services/Subscriptions

Remove Line

HS-WL-730-BUNAS-C

999.98

1

999.98

VALID

Add Custom Name

Edit Options

Select Services/Subscriptions

Remove Line

Add a COLLABORATION HW from the left panel

MERAKI > 1 Selected (Min 1, Max 99999)

Product

Original Unit List Price (USD)

Adjusted List Price (USD)

Qty

Extended List Price (USD)

Status

LIC-Z3C-ENT-1YR

248.37

1

248.37

VALID

Add Custom Name

Remove Line

Add a MERAKI from the left panel

Check Path Translation

Configuration Summary

All prices shown in USD

Total

--

Estimated Lead Time

21 days

Cancel

Done

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Professional (HW-HOME-PRO)

BUNDLE CONFIGURATION NAMEHW-HOME-PRO ⓘMax. Estimated Lead Time56 daysGlobal Price List in US Dollars (USD)

Set service preferences for this configuration ▾

CancelDone

⚠ Warning (1):

- Please make a selection from one of the two Meraki MX68-CWs based on where the hardware will be deployed (CE202343)

Available ComponentsUnit List Price (USD)

COLLABORATION HW

CS-DESK-C-K9
Cisco Webex Desk - Carbon Black 1 required
Estimated Lead Time: 56 days

HS-WL-730-BUNAS-C
730 Wireless Dual On-ear Headset+Stand USB-A
Bundle-Carbon 1 required
Estimated Lead Time: 7 days

MERAKI

COLLABORATION HW > 2 Selected (Min 1, Max 99999)

Key ▾

Product	Original Unit List Price (USD)	Adjusted List Price (USD)	Qty	Extended List Price (USD)	Status
CS-DESK-C-K9 ⓘ ⚠ Add Custom Name Edit Options Select Services/Subscriptions Remove Line		--	1	--	INVALID
HS-WL-730-BUNAS-C ⓘ ⚠ Add Custom Name Edit Options Select Services/Subscriptions Remove Line		999.98	1	999.98	VALID

Add a COLLABORATION HW from the left panel

MERAKI > 1 Selected (Min 1, Max 99999)

Product	Original Unit List Price (USD)	Adjusted List Price (USD)	Qty	Extended List Price (USD)	Status
LIC-MX68CW-ENT-1YR ⓘ Add Custom Name Remove Line		579.52	1	579.52	VALID

Add a MERAKI from the left panel

Check Path Translation

Configuration SummaryAll prices shown in USD

Total--

Estimated Lead Time56 days

CancelDone

⚠ Please select only one of the two Meraki Z3C LTE Teleworker Gateway PIDs (CE202343)

Available ComponentsUnit List Price (USD)

COLLABORATION HW

HS-WL-730-BUNAS-C
730 Wireless Dual On-ear Headset+Stand USB-A
Bundle-Carbon 1 required
Estimated Lead Time: 7 days

CD-DSKCAM-C-WW
Cisco Desk Camera 4K, Carbon Black - Worldwid
e except US
Estimated Lead Time: 7 days

CD-DSKCAM-C-US
Cisco Desk Camera 4K, Carbon Black - ship to U
S ONLY
Estimated Lead Time: 13 days

MERAKI

COLLABORATION HW > 2 Selected (Min 1, Max 99999)

Key ▾

Product	Original Unit List Price (USD)	Adjusted List Price (USD)	Qty	Extended List Price (USD)	Status
HS-WL-730-BUNAS-C ⓘ ⚠ Add Custom Name Edit Options Select Services/Subscriptions Remove Line		997.39	1	997.39	VALID
CD-DSKCAM-C-WW ⓘ Add Custom Name Select Services/Subscriptions Remove Line		481.58	1	481.58	VALID

Add a COLLABORATION HW from the left panel

MERAKI > 2 Selected (Min 1, Max 99999)

Product	Original Unit List Price (USD)	Adjusted List Price (USD)	Qty	Extended List Price (USD)	Status
Z3C-HW-WW ⓘ Add Custom Name Select Services/Subscriptions Remove Line		1,079.54	1	1,079.54	VALID
LIC-Z3C-ENT-1YR ⓘ Add Custom Name Remove Line		247.50	1	247.50	VALID

Add a MERAKI from the left panel

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Premium (HW-HOME-PREMIUM)

BUNDLE CONFIGURATION NAME HW-HOME-PREMIUM ⓘ

Max. Estimated Lead Time 285 days

(USD)

Set service preferences for this configuration ▼

Cancel Done

Available Components

Unit List Price (USD)

COLLABORATION HW

HS-WL-730-BUNAS-C

730 Wireless Dual On-ear Headset+Stand USB-A

Bundle-Carbon 1 required

Estimated Lead Time: 7 days

999.98

+

CS-DESK-C-K9

Cisco Webex Desk - Carbon Black 1 required

Estimated Lead Time: 56 days

--

+

MERAKI

COLLABORATION HW > 2 Selected (Min 1, Max 99999)

Key ▼

Product	Original Unit List Price (USD)	Adjusted List Price (USD)	Qty	Extended List Price (USD)	Status
<div>HS-WL-730-BUNAS-C</div> <div> <div>Add Custom Name</div> <div>Edit Options</div> <div>Select Services/Subscriptions</div> <div>Remove Line</div> </div>		999.98	1	999.98	VALID
<div>CS-DESK-C-K9</div> <div> <div>Add Custom Name</div> <div>Edit Options</div> <div>Select Services/Subscriptions</div> <div>Remove Line</div> </div>		--	1	--	INVALID

Add a COLLABORATION HW from the left panel

MERAKI > 5 Selected (Min 1, Max 99999)

Product	Original Unit List Price (USD)	Adjusted List Price (USD)	Qty	Extended List Price (USD)	Status
<div>LIC-MX75-ENT-1Y</div> <div> <div>Add Custom Name</div> <div>Remove Line</div> </div>		1,103.85	1	1,103.85	VALID
<div>MX75-HW</div> <div> <div>Add Custom Name</div> <div>Select Services/Subscriptions</div> <div>Remove Line</div> </div>		2,359.86	1	2,359.86	VALID
<div>LIC-ENT-1YR</div> <div> <div>Add Custom Name</div> <div>Remove Line</div> </div>		177.17	1	177.17	VALID
<div>MR46-HW</div> <div> <div>Add Custom Name</div> <div>Select Services/Subscriptions</div> <div>Remove Line</div> </div>		1,886.71	1	1,886.71	VALID

Support services, hardware RMA, warranty

Collaboration Support:

Customers purchasing a device are encouraged to also purchase hardware support, such as Cisco Smart Net Total Care, on the device they purchase. Hardware Return Merchandise Authorization (RMA) and technical support for hardware-related faults are not included with a subscription purchase.

CCW will automatically add a Smart Net Total Care service contract for next-business-day delivery to a device estimate, deal, or quote. You can select a different service contract offering or remove all services. Hardware RMA and technical support for hardware-related faults are not included with a subscription purchase.

Hardware RMA service for failed parts is not included. If RMA is desired, Smart Net Total Care or an alternate service must be purchased. Learn more about [Smart Net Total Care](#).

The Cisco devices are covered by the Cisco 1-Year Limited Hardware Warranty. Find warranty information on Cisco.com at the Product Warranties page.

Meraki Support:

Warranty Returns (RMA)

To comply with best practices, all RMA requests should only be processed after a technical support case has been opened and proper troubleshooting has taken place.

Products covered by the Cisco Meraki lifetime warranty are eligible for advance replacement. Unless you have purchased Meraki Now, advance replacement orders will ship within 1 business day on a best case effort basis. All Cisco Meraki hardware products come with either a one-year or lifetime warranty, as specified on the relevant Cisco Meraki data sheet.

In the event a customer RMA request is approved, Cisco Meraki will email an RMA number and a return shipping label free of charge. Any replacement unit will ship within five business days of receiving defective units as stock allows. If no defect is found, the RMA request will be rejected and the customer will be notified.

Lifetime warranty with next-day advanced replacement

Cisco Meraki MX appliances include a limited lifetime hardware warranty that provides next-day advance hardware replacement. Cisco Meraki's simplified software and support licensing model also combines software upgrades, centralized systems management, and phone support under a single, easy-to-understand model.

For complete details, please visit meraki.cisco.com/support.

Special Pricing in CCW

To achieve the best price, partner will need to utilize Cisco promotion discounts. For Collaboration Hardware, the **Webex Device Cloud Promotion and Advantaged Pricing** should be selected. Eligibility for the Webex Device Cloud Promotion is limited to customers purchasing the Hybrid Work Software Suite or Webex Suite, Flex Plan EA or AU Meetings or Webex Suite Named User for 36 months or greater term. Meraki best pricing is achieved by purchasing the bundles and selecting Advantaged Pricing in CCW. These promotions are open to Cisco Registered partners. Advertised pricing is not inclusive of technical support services.

Cisco Capital

As with any technology investment, the question is the affordability of the new system. The answer is financing from Cisco Capital. Whether through flexible repayments to match expenditure to benefit and help mitigate cash flow issues, or an operating lease to help negate capital expenditure, we can give customers the financing solution that works best for you.

Cisco Capital can help remove or reduce the barriers preventing organizations from obtaining the technology you need. Total solution financing programs help customers and partners:

- Achieve business objectives
- Accelerate growth
- Acquire technology to match current strategies and future needs
- Remain competitive

Cisco Capital also helps your customers achieve financial goals such as optimizing investment dollars, turning CapEx into OpEx, and managing cash flow. And there's just one predictable payment. Cisco Capital operates in more than 100 countries, so regardless of location, customers and partners have access to a trusted means to secure Cisco products and services.

For more information about Cisco Capital financing, visit: www.ciscocapital.com/.

For the Cisco field, visit: <https://www.win.cisco.com/FinAdm/csc/>.

Additional resources

For further assistance, use the following resources.

Table 1. Additional resources

Description	Location
Hybrid Work FAQ	https://salesconnect.cisco.com/#/content-detail/4f351118-362f-4947-a70f-d23ac49dd438
Data Sheet	https://salesconnect.cisco.com/#/content-detail/5a9f4c23-42c2-4b0f-ac2e-e769fed02d0a
Hybrid Work Sales Connect Page	https://salesconnect.cisco.com/softwarebuyingprograms/s/enterprise-agreement
Flex Sales Connect Page	https://salesconnect.cisco.com/Collaboration/s/cisco-collaboration-flex-plan
Cisco Capital	www.ciscocapital.com/
Cisco Hybrid Work Software	https://www.cisco.com/c/dam/en/us/products/se/2022/11/Collateral/hybrid-software-faq.pdf

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