

# Services Enrollment for Cisco Enterprise Agreement

## Expand your Enterprise Agreement for greater efficiency and value

Manage fewer contracts and save more money. Sound like a good plan? Cisco Enterprise Agreement has expanded to help you do just that. With the Services Enrollment for Cisco® Enterprise Agreement, you can opt to upgrade the software-only support you get with your Software Enrollment to get coverage for both software and hardware, as well receive expert Enterprise Agreement guidance. Our new Services Enrollment features:

### - Cisco Solution Support

Get complex issues resolved on average 44 percent faster than product support<sup>1</sup>, with this high-value service that addresses both hardware and software from Cisco and other providers, making it the right kind of technical support for your multiproduct or multivendor solution deployment.

- **Enterprise Agreement Management Support** Participate in an initial onboarding session and quarterly touchpoints, where a Cisco Enterprise Agreement expert leads data-driven discussions to help you strategize for software and solution change and growth.

### Simplify operations

- Reduce the number of individual contracts you need to manage by purchasing a Services Enrollment that includes Cisco Solution Support, which covers both software and hardware.

### Grow and innovate

- Leverage the industry's only True Forward feature, enabling you to add new licenses and adopt new software— and scale your Solution Support coverage with it. Billing takes place at your next anniversary date, with no retroactive charges.
- Take the leap to new technologies when your business demands it by relying on Solution Support engineer solution, product, and interoperability expertise.

### Reduce costs

- Experience economies of scale by adding Solution Support to your Enterprise Agreement and get significant price reductions on our highest value support service purpose-built for our multiproduct and multivendor solutions.

### Optimize software and service value

- Extract the most value out of your contract with Enterprise Agreement Management Support guided sessions on usage and next steps.

“ The Cisco Enterprise Agreement has allowed us to be very agile. It’s the building block of how we can future-proof our centers and be nimble and flexible to make adjustments as we need to and as our industry continues to evolve.”

Denise Taylor

CIO, Westfield Corporation

### How it works and how we’re different

Initially available for Solution Support for Cisco data center networking and Cisco Digital Network Architecture (Cisco DNA) solutions, the Services Enrollment:

Adds scalable coverage to your Cisco solution software and hardware. Simply purchase a Services Enrollment with a Software Enrollment for your Enterprise Agreement. Since Solution Support includes underlying Software Support and Cisco Smart Net Total Care® Service, you don’t lose any features you may be familiar with today. You gain high-value features, including:

- No issue isolation required to open a case (unlike product support)
- A 30-minute service response objective for high-severity issues, versus 60 minutes for product support
- Case prioritization over product support service requests

Automatically includes Enterprise Agreement Management Support. Within 30 days of your contract’s start date, Cisco schedules an onboarding session and quarterly touchpoints covering:

- Asset management reviews through consumption reports (software licenses, hardware installed base, and support coverage)
- Clean-up and preparation for True Forward
- Expert guidance for licensing generation or provisioning barriers
- Planning for growth and innovation with the industry’s only True Forward capability, enabling you to expand or upgrade on demand with no retroactive billing

### Streamline your Cisco contracts and upgrade your support today

Technology has evolved. So should your support. You can now upgrade to the right kind of technical service for multiproduct or multivendor Cisco solutions with the economies of scale of a Cisco

Enterprise Agreement with our new Services Enrollment. Learn more in the [Services Enrollment FAQs](#) and by visiting [Cisco Enterprise Agreement](#) on Cisco.com.