



Services for Cisco Application Centric Infrastructure and Cisco Nexus 9000 Series Switches

Benefits of Services for Cisco ACI

- Identify and address your technical and operational readiness to effectively deploy ACI to support your target use cases.
- Prepare your data center infrastructure for the new classes of applications (cloud-based, performance-intensive, and big data-driven) in today's dynamic environments.
- Simplify operations through integration at the infrastructure, systems, and management levels.
- Allow centralized application-based policy automation, programmability, and visibility into physical and virtual networks from a single point of management.
- Protect capital and operational investments while developing a simple transition path from existing environments to an architecture based on Cisco ACI.

Cisco® Application Centric Infrastructure (ACI) automates IT tasks and accelerates data center application deployments to dramatically reduce TCO. Cisco Services provides expert guidance to help you realize the benefits of ACI faster and with lower implementation risks.

IT departments are being challenged more than ever to rapidly deploy, configure, monitor, update, and optimize applications and other IT services in response to dynamic business requirements and policies. And they must do it on demand - not in weeks, days or hours, but in minutes.

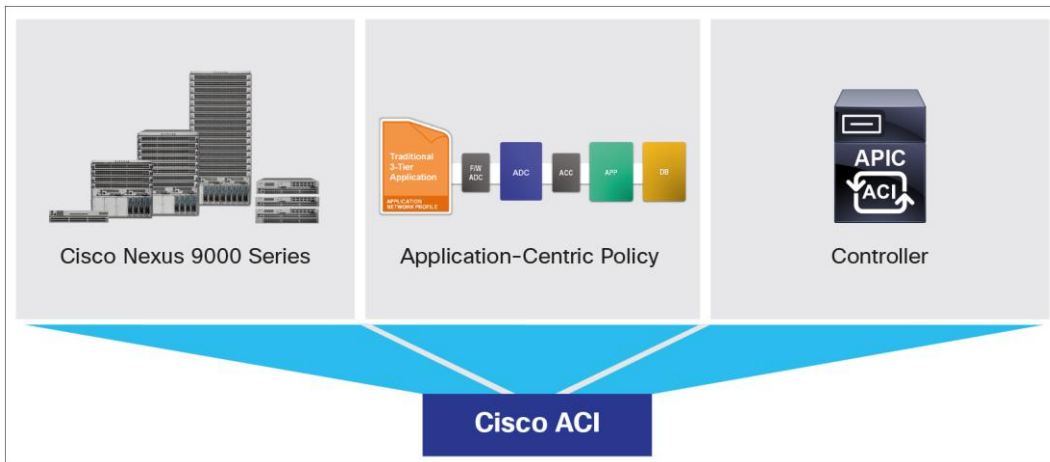
ACI makes IT more agile by providing a common programmable automation and management framework for network, application, security, and virtualization teams.

ACI effectively turns the traditional IT model upside down. Network complexity is eliminated, so it no longer dictates application deployment or operation. Instead, application

needs dictate IT deployment and operation (Figure 1). Because ACI decouples network identity from the physical infrastructure and then automates policy to meet application needs, it enables IT to be responsive to changing business needs.

By automating layers of configuration previously done manually, ACI simplifies operations. And by helping you make sure that security is “always on,” ACI gives you the confidence to dynamically offer services and connectivity at any time.

Figure 1. Cisco ACI Features the Cisco Nexus 9000 Series Switches and Cisco APIC to Create and Control Application-Centric Policy from Bare Metal to Across Physical and Virtual Infrastructures



Your Network Your Way

Your data center is evolving into a strategic asset for your business. But with this evolution comes increased pressure to respond to new applications and new operational models that require infrastructure and architectural changes. Is your data center ready for cloud? For mobility? For big data?

Keeping current requires application flexibility, agility, and ease of operation. For these reasons, an application-centric operational model is critical to your ability to support your stakeholders. With closely integrated infrastructure, systems management, and application layers, ACI equips you to meet these demands. ACI gives IT leaders the ability to manage even the most complex private, public, brokered, or hybrid environments more easily and transparently. Even in large, global operations running hundreds of applications, ACI architecture can lower operational overhead and deliver higher service levels.

ACI delivers an agile and simplified IT infrastructure that accelerates business strategies while significantly reducing CapEx and OpEx (Figure 2). This allows you to:

- Automatically and instantly provision your virtual and physical infrastructure for application deployment
- Pool virtual and physical infrastructure that can be dynamically allocated and reallocated on demand
- Enable an “any workload, anywhere” deployment model across physical and virtual environments
- Dynamically deploy a single, consistent policy across physical and virtual application environments whether on premises or in the cloud
- Monitor the health of applications end to end or at any specific infrastructure node
- Transparently integrate with industry-leading orchestration, security, Layer 4 through 7 services, and management tools

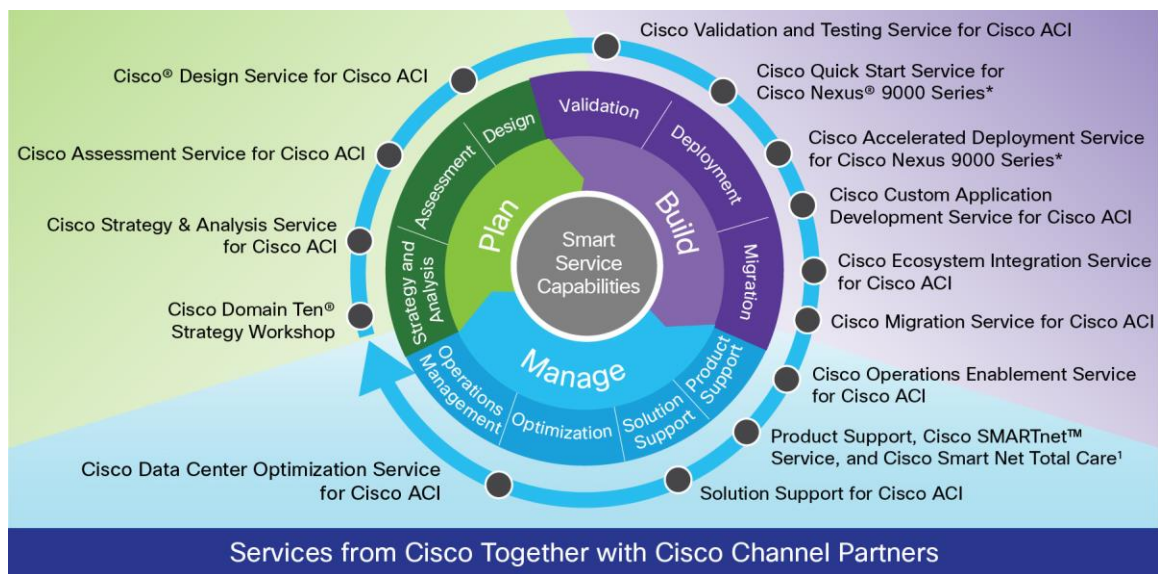
Figure 2. Cisco ACI Delivers More Value for Your Organization



Services for Cisco ACI

To accelerate the benefits of Cisco ACI while mitigating implementation risks, our services (Figure 3) help you create an automated IT environment that is fast, flexible, and responsive to the needs of your business.

Figure 3. Cisco Services for ACI and Cisco Nexus 9000 Series Switches Cover All Stages of the IT Lifecycle



^{*} Services for Nexus 9000 STANDALONE MODE

¹ Check for compatibility/availability through [Cisco Service Finder](#) and PID Checker

- **Cisco ACI Starter Kit** provides a working Cisco ACI fabric-based solution. Cisco will build the Cisco Application Policy Infrastructure Controller (APIC) and bring up fabric configuration, and build out three tenants on the fabric. Knowledge transfer helps your staff improve self-sufficiency. (Fixed scope, fixed price: ASF-DCV1-G-ACI-SKB).
- **Cisco Data Center Deployment Service for Cisco ACI Bundle** enables a successful Cisco ACI deployment and accelerates time-to-value and production. Provides a working Cisco ACI fabric-based solution built upon a Cisco Nexus® 9000 Series platform, with onsite configuration. (Fixed scope, fixed price: ASF-DCV1-G-ACI-BUN).

- **Cisco Solution Support for ACI** is the sole support option covering the ACI APIC. With Solution Support for ACI, a Cisco expert engineer centrally manages resolution for any issue with any vendor within your Cisco ACI ecosystem. Solution Support reduces your time and effort when resolving ecosystem issues with Cisco ACI. Uptime is increased, helping you consistently benefit from your new technology.

Coverage includes a primary contact at Cisco to initiate issue resolution within the ecosystem; included product support with Cisco SMARTnet™ Service equivalent deliverables, Cisco ACI vendor coordination, deep technology and interoperability experience across the ecosystem, end-to-end case management until the issue is resolved, and ongoing support after migration from existing infrastructures (See Table 1).

Table 1. Cisco Solution Support for ACI

SSPT for ACI Service Levels	Advance Replacement 8x5xNext Business Day	Advance Replacement 8x5x4hr	Advance Replacement 24x7x4hr	Advance Replacement 24x7x2hr	Onsite 8x5xNext Business Day	Onsite 8x5x4hr	Onsite 24x7x4hr	Onsite 24x7x2hr
SSPT Plus for ACI - NEW (Launched 2/2/15) Applicable ONLY to APICs	SSPNB	SSPNE	SSPNP	SSPS2	SSPCS	SSP4S	SSP4P	SSPC2
SSPT for ACI (Launched 7/20/14) Applicable to APICs and Nexus 9000 Switches	SSSNT	SSSNE	SSSNP	SSS2P	SSCS	SSC4S	SSC4P	SSC2P
SSPT Express for ACI - New (Launched 2/2/15) Applicable ONLY to APICs	SSXNB	SSXNE	SSXNP	SSXS2	SSXCS	SSX4S	SSX4P	SSXC2

Additional Services for ACI

Other services, including assessment, migration, validation, optimization, and more (Figure 4), are available on a customized basis to suit your environment and needs. (All of the following services are custom scope: AS-ACI-CNSLT.)

Plan

- **Cisco Data Center Strategy and Analysis Service for Cisco ACI** helps develop a technology strategy for adopting Cisco ACI based on your business and technology needs. The service performs an opportunity analysis for migration to an infrastructure based on Cisco ACI and identifies and prioritizes business effect scenarios. Using tools and frameworks we developed and extensively tested, the service incorporates your unique findings into a customized master plan.
- **Cisco Data Center Assessment Service for Cisco ACI** provides operations readiness, migration strategy, and process for future migrations. The service provides hardware, software, and feature analysis; high-level details about Cisco ACI integration with current infrastructure; adoption strategy from a migration perspective; and an API evaluation to identify integration with the Cisco Application Policy Infrastructure Controller (APIC). An operations assessment will identify gaps and make recommendations in the key areas of people and skills, management processes and tools, and technologies.
- **Cisco Operations Enablement Service for Cisco ACI** is designed to help you extract the most value from your data center and cloud environments. By aligning customer operations teams and operating models with technology innovation within Cisco ACI platforms, the service provides knowledge transfer and user guidance to successfully run an ACI fabric. A user guide for API and script use for integration and customization is included. By providing your application development and operations teams with guidance on key service management principles, this service promotes a DevOps culture to accelerate the application development lifecycle.

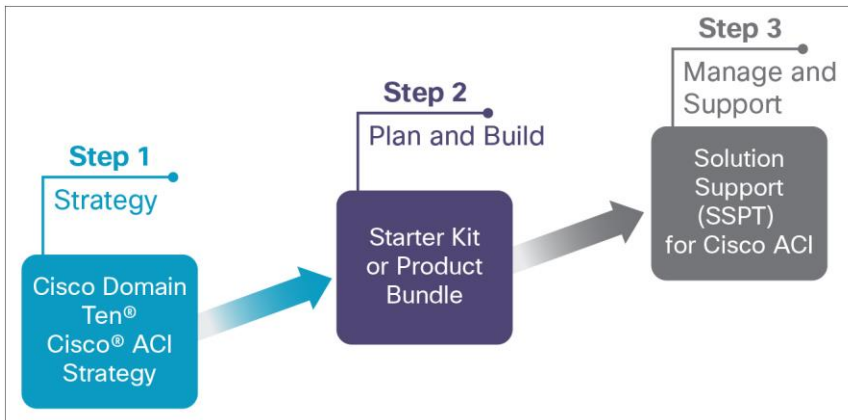
Build

- **Cisco Migration Service for Cisco Nexus 9000 Series Switches** helps you migrate from Cisco Catalyst® 6000 Series Switches to Cisco Nexus 9000 Series Switches.
- **Cisco Data Center Validation Service for Cisco ACI** pilots the Cisco ACI solution with a simulator so you understand its capabilities and gain experience to reduce your deployment risk.
- **Cisco Data Center Design Service for Cisco ACI** helps design a data center environment based on Cisco ACI, including infrastructure, fabric POD (Points of Delivery) planning, and design with application policy templates. For custom applications, this service will define application network profiles, define endpoint groupings, and provide policy definitions and fabric constructs related to application profiles.

Manage

- **Cisco Data Center Optimization Service for Cisco ACI** includes ACI services in the areas of strategy and architecture, ongoing planning, optimization, performance and consumption analysis, operational support, scripting support, and ongoing training. These services provide annual, ongoing support for the following:
 - Data center Layers 4 through 7: All Layer 4 through 7 services integrated via published and supported device packages
 - Data center networking: Cisco Nexus 9000 Series Switches for ACI
 - APIC clusters

Figure 4. Three Key Steps Help Ensure Your Success with Cisco ACI



Services for Cisco Nexus 9000 Series Switches

Cisco Nexus 9000 Series Switches provide the foundation for Cisco ACI and deliver savings in capital expenditures (CapEx) and operating expenses (OpEx) to achieve an agile IT environment. Cisco Nexus 9000 Series Switches can be deployed in standalone mode while you plan for ACI. Cisco Services offer a range of professional, solution, and product support services for each stage of your Cisco Nexus 9000 Series journey, from strategy to operations along the plan, build, manage continuum.

- **Cisco Data Center Deployment Service for Cisco Nexus 9000 Series Bundle** provides a next-generation data center solution from Cisco. It deliver the tools and knowledge to successfully migrate your existing platform to the Cisco Nexus 9500 next-generation switching platform. (Fixed price, fixed scope: ASF-DCV1-G-N9K-BUN).

- **Cisco Data Center Accelerated Deployment Service for Cisco Nexus 9000 Series Switches** delivers planning, design, and implementation expertise to bring your project into production. The service also provides recommended next steps, an architectural high-level design, and operational readiness guideline to scale the implementation throughout your environment. (Fixed scope, fixed price: ASF-DCV1-NEX-ADS).
- **Cisco Technical Support** is available globally 24 hours a day, 7 days a week, for Cisco software and hardware products and technologies associated with Cisco Nexus 9000 Series Switches. Enhanced support options delivered by Cisco include Cisco SMARTnet Service or Cisco Smart Net Total Care* and Solution Support for ACI, which covers products from vendors within the ACI ecosystem. Check for compatibility and availability through the [Cisco Service Finder](#) and PID Checker tools.

* For Cisco products only

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Why Cisco Services?

With Cisco Services, you can know more, save more, and innovate more. You can rely on us because we are the worldwide leader in IT, helping companies seize the opportunities of tomorrow. We have more than 30 years of experience, more than 50 million installed devices, and 6 million customer interactions each year.

Delivered by Cisco and our Cisco channel partners, service engagements result in measurable business gains for our customers, who have achieved benefits such as 15 to 20 percent faster acceleration to revenue, 30 percent lower infrastructure costs, 50 percent faster disaster recovery, and 90 percent reduction in deployment time.

Next Steps

For more information about Cisco Services for Cisco ACI or for Cisco Nexus 9000 Series Switches, contact as-aci-support@cisco.com or visit <http://www.cisco.com/go/aci>.



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