Cisco Services Q & A for Cloupia Customers

Contents

Introduction

This document provides answers to some of the most common questions regarding service offerings, service agreements, and technical support for Cisco® Cloupia products now that Cloupia is a part of Cisco.

Service Offer Integration and Orderability

Q. What is orderability?

A. Orderability is a milestone when products and services can be quoted, ordered, and invoiced using Cisco processes and tools, on the Cisco Global Price List (GPL). Orderability for Cisco Cloupia products and services is scheduled for March 27, 2013.

Q. What are the former Cloupia services being mapped to within Cisco?

A. Tables 1 and 2 show the mapping for technical and advanced services.

Table 1.   Technical Services

Cloupia Services Name	Cisco Services Name
Cloupia Standard Support	Cisco Software Application Support plus Upgrades (SASU)
Cloupia Premium Support	

Table 2.   Advanced Services

Cloupia Services Name	Cisco Services Name
Cloupia Rapid Deployment	Cisco Data Center Assessment and Deployment Service for UCS Director

For more information about Cisco Data Center Services, visit
www.cisco.com/en/US/netsol/ns340/ns394/ns224/services.html

Intelligent Automation and Cloupia

Q. How does Cloupia complement the intelligent automation solution?

A. Cisco Cloupia provides a single integration point between Cisco Intelligent Automation for Cloud (CIAC) software for managing cloud-computing environments and other data center infrastructure products. CIAC is now able to use a native Cisco infrastructure management control point that supports a broad set of solutions.

When combined with CIAC, Cisco Cloupia provides customers with self-service, cloud management with the on-demand provisioning, governance and process orchestration required to transform the data center from virtualization abstraction to automated business service delivery, built around Cisco UCS© and Cisco Nexus©.

Cisco Software Application Support Plus Upgrades Service

Q. What is Cisco Software Application Support Plus Upgrades (SASU)?

A. As part of the Cisco Technical Support Services portfolio, the Cisco SASU program provides all of the same features as Software Application Support (SAS), which provides maintenance and minor updates, access to online resources and Cisco Technical Assistance Center (TAC) support services, plus SASU provides major software application upgrades. Upgrades provide a richer feature set and improved performance and efficiency.

Q. Why does the purchase of a Cisco Cloupia have a mandatory attach of Cisco SASU?

A. In order to make sure that our customers get the necessary support and entitlement, there is a mandatory attach of Cisco SASU to the purchase of the product for the first year.

Q. How do the Standard and Premium levels of support previously available from Cloupia map to Cisco SASU?

A. Customers will enjoy that same standard level of support that they previously received from Cloupia, with increased service response levels as dictated by Cisco's award-winning technical support programs and teams. With a Cisco SASU contract, a customer can:

- Boost the availability and performance of core applications
- Improve their competitive advantage by implementing new applications and major software application upgrades
- Maintain the performance and efficient operation of critical business applications
- Lower total cost of ownership through instant access to new software application updates and upgrades
- Provide support to their staff with Cisco expertise and the automated troubleshooting tool

Q. What is included with Software Application Support Plus Upgrades?

A. Software Application Support Plus Upgrades include:

- Software updates, including maintenance, and minor and major releases (not including feature upgrades)
- Access to the Cisco TAC 24 hours a day, 7 days a week
- Online repository of application software updates and technical documents
- Collaborative learning through several online activities and collaborative environments
- Registered access to Cisco.com, for easy access to online technical information and service request management

  For more information about SASU, download the datasheet and service description.

Q. How are users notified of new software releases under the SASU contract?

A. New releases are announced in product bulletins that are available via the Cisco Notification Service. This service allows you to create customized, flexible notification alerts, which can be sent to you by email or RSS feed, on critical product support subjects: Security Advisories, Field Notices, End of Sale/Support statements, Software Updates, and Known Bugs.

Q. How do I obtain software updates using SASU support?

A. Cisco software updates are available for download from the Cisco.com Software Center for registered customers linked to a SASU contract.

Q. How can I purchase and renew SASU service?

A. You can purchase or renew your SASU services directly from Cisco through your Cisco account representative, or through our global network of highly qualified Cisco partners. You can find a partner near you through the Cisco Partner Locator.

Q. Has previously purchased Cloupia support been transitioned to Cisco, and how should Cloupia customers access support?

A. The support coverage will be migrated to Cisco SASU service agreements in early April, 2013. At that time, new service agreements will be created and welcome letters will be sent to contacts at your organization. This information will include the new service agreement number, the product set that has been migrated to Cisco,

and information on how to access support and process renewals going forward. You may also find additional information on the [Service and Support for Cloupia acquisition](#) website.

Q. Who will be managing my service agreements at Cisco?

A. Your partner will be primarily responsible for managing your service agreements, with the assistance of Cisco account representatives, Sales Specialists, and the Operations Exchange as needed.

Cisco Data Center Assessment and Deployment Service for UCS Director

Q. What is Cisco Data Center Assessment and Deployment Service for UCS Director?

A. Cisco Data Center Assessment and Deployment Service for UCS Director accelerates time-to-value of converged infrastructure —Cisco Unified Computing System™, and the VCE Vblock™ and NetApp® FlexPod platforms. Delivered by Cisco Services experts, this deployment service accelerates the adoption of UCS Director's leading management capabilities so that customers save time and operating expenses (OpEx) in managing converged infrastructure platforms. The service helps customers accelerate realization of the value of their infrastructure investment.

Q. What legacy Cloupia service is this service replacing?

A. The Cisco Data Center Assessment and Deployment Service for UCS Director is replacing the Cloupia Rapid Deployment offering.

Q. How is the service delivered?

A. The Cisco Advanced Services practice will manage and deliver these services remotely.

Q. How can I purchase Cisco Data Center Assessment and Deployment Service for UCS Director?

A. You can purchase Cisco Data Center Assessment and Deployment Service for UCS Director directly from Cisco through your Cisco account representative, or through our global network of highly qualified Cisco partners. You can find a partner near you through the [Cisco Partner Locator](#). This is a SoW based service, so please consult your account representative or Cisco partner.

Cisco Technical Assistance Center Support

Q. What is the Cisco Technical Assistance Center?

A. The Cisco Technical Assistance Center (TAC) provides technical support for Cisco Cloupia products.

Q. What service does the Cisco TAC offer?

A. The Cisco TAC provides service contract holders with:

- **Expert assistance:** To complement your in-house resources, the Cisco TAC employs a highly skilled staff who offer you years of video and networking experience, including many customer support engineers with networking and Cisco CCIE® certifications, as well as research and development engineers. Cisco engineers hold more than 800 U.S.-issued patents, are often asked to speak at technical conferences, and have authored numerous industry white papers and books.

- **Fast problem resolution:** The Cisco TAC provides a constant measurement of customer satisfaction and time-to-resolution tracking.

- **High level of knowledge:** The Cisco TAC offers depth and breadth of expertise with Cisco devices and operating system software, as well as a broad range of networking environments and technologies). Cisco TAC engineers have a minimum of five years of industry experience, and Cisco provides continuous training to help ensure that our technical staff stay current with the latest technologies.

- **Support 24 hours a day, 365 days a year in multiple languages:** By email or telephone, the Cisco TAC is there when you need it. In addition, to support the TAC, Cisco uses a powerful virtual lab, equipped with all Cisco devices and Cisco software versions, as an invaluable engineering resource and knowledge base for training, product information, and testing of network problems.

Q. How does a partner or customer open a case with Cisco TAC?

A. Customers and partners with an active service contract can open a case through Cisco.com. Customers or partners must have their Cisco service contract number, a Cisco.com user ID, and software product family when opening a case using the web.

Customers with severity (priority) 1 or 2 cases must call the TAC at 800 553-2447 or 408 526-7209 in the United States. For more information on opening a technical support case, and for regional TAC telephone numbers, refer to Cisco Worldwide Contacts.

Customers can also open technical support cases by sending an email to tac@cisco.com.

Q. How do I get a Cisco.com user ID?

A. Register for a Cisco.com user ID and create a Cisco.com profile. Your Cisco user ID will give you access to the tools that will help you view, renew, and manage contracts, and open a support case.

Q. How does the Cisco TAC prioritize support service requests?

A. Cisco processes allow for customers to designate the severity of every service request reported. Priorities are based on the assigned severity levels.

Q. What support is provided through Cisco.com?

A. Cisco.com includes interactive consulting tools, a database, and knowledge transfer resources. It also includes product documentation.

Online troubleshooting tools and support resources include:

- Software Advisor: Features information and compatibility assistance
- TAC Case Collection: Identifies and troubleshoots common problems
- My Tech Support: Offers a personalized web page with customized links
- Output Interpreter: Provides problem resolution recommendations
- Peer-to-peer online forums: Enable sharing with others in your industry
- Technical Support Newsletter: Keeps you up to date and informed

These and other help tools and resources are available on the Technical Support and Document website.

Q. What are the problem severity levels and associated responses?

A. To help ensure that all service requests are reported in a standard format, Cisco has established the service request severity definitions indicated below. These severity levels might not be applicable across all market segments and technologies. Severity levels and escalation guidelines might also vary based on the existing applicable agreement.

- **Severity 1 (S1):** Network is "down," or there is a critical impact to business operations. Customer and Cisco will commit all necessary resources around the clock to resolve the situation.
- **Severity 2 (S2):** Operation of an existing network is severely degraded, or significant aspects of business operation are negatively affected by inadequate performance of Cisco products. Customer and Cisco will commit full-time resources during normal business hours to resolve the situation.

- **Severity 3 (S3):** Operational performance of the network is impaired, although most business operations remain functional. Customer and Cisco are willing to commit resources during normal business hours to restore service to satisfactory levels.
- **Severity 4 (S4):** Customer requires information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on business operations.
- **For S1 or S2 service requests:** If the customer's production network is down or severely degraded, the customer must contact the Cisco TAC by telephone. Cisco TAC engineers are assigned immediately to S1 and S2 service requests to help keep the customer's business operations running smoothly.

Q. What is the escalation process?

A. If a customer does not feel that there is adequate forward progress or feels that the quality of Cisco service is not satisfactory, Cisco encourages the customer to escalate the problem ownership to the appropriate level of Cisco management by asking for the TAC duty manager.

Note: Severity 1 and 2 escalation times are measured in calendar hours, 24 hours per day, 7 days per week. Severity 3 and 4 escalation times correspond with standard business hours.

For more information, download the Severity and Escalation Guide.

Warranty

Q. What is the Cisco warranty?

A. Warranties are short-term commitments for Cisco to repair and/or replace defects in Cisco products. They are limited in duration and the support they offer. Also, warranties do not include Cisco TAC support, software updates, or any of the additional benefits obtained under a support service contract. It is the responsibility of Cisco to repair and/or replace the Cisco product during the warranty duration.

Elements covered under a Cisco warranty are:

- **Hardware:** This guarantees that the piece of hardware will be free of defects in material and workmanship under normal use, or it will be replaced by Cisco.
- **Software:** This guarantees that the physical media are free from defects, or they will be replaced by Cisco. Also, the warranty guarantees that the software generally conforms to the published specifications for the product. The warranty is explicitly "as is," and no new releases are included.

For details on Cisco's warranty, visit Product Warranties.

To find the warranty information that applies to a specific product or product family, visit the Cisco Warranty Finder.

Q. What are the warranty terms for Cisco Cloupia products?

A. Cloupia products assumed the Cisco 90-day limited hardware and software warranty. Effective March 27, 2013, the Cloupia warranty will be replaced with the standard Cisco 90-day warranty (with an additional 90-day grace period).

Q. How will warranty end dates be calculated for migrated records?

A. Original Cloupia warranty end dates will be migrated from Cloupia and will be honored at Cisco.

Licensing

Q. How will I get assistance with software licensing issues for Cisco Cloupia products?

A. The Cisco Global Licensing Operations (GLO) team provides support for Cisco Cloupia software licensing issues. Service requests can be opened online. Once in the Service Request Tool, in the Technology category, choose "Cisco Cloupia." Then pick an appropriate subtechnology and choose "Licensing" for the Type of Problem.

End-of-Life

Q. How is product "end of life" handled?

A. As a general rule, Cisco will provide six months' notice of the affected product's end-of-sale date and/or the last day on which the affected product can be ordered. This notice will appear on the Cisco End-of-Life Policy site. Customers are encouraged to visit this site regularly because it contains useful information regarding Cisco's end-of-life program. Sign up to receive notifications from the Cisco Notification Service.

Refer to the End-of-Life Policy for an end of product life-cycle overview and policy on product discontinuance.

Additional Information

Q. Where can I go for more information?

A. For more information, visit the following webpages.

Service and Support for Cloupia Acquisition website:
www.cisco.com/en/US/products/ps12889/serv_group_home.html

Operations Exchange: www.cisco.com/go/ssc

CSCC: www.cisco.com/web/services/ordering/cscc/access.html

Cisco Data Center Services: www.cisco.com/en/US/netsol/ns340/ns394/ns224/services.html

TAC Service Request Tool: tools.cisco.com/ServiceRequestTool/create/launch.do

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