Cisco Solution Support

Ordering Guide

May 2016

Contents

Introduction

The Cisco® Solution Support Ordering Guide describes the processes used to price, order, and renew Cisco Solution Support for Cisco products in our eligible solutions.

Quoting and Ordering Tools

Cisco Commerce Workspace

Order Cisco Solution Support using standard processes in Cisco Commerce Workspace.

Cisco Commerce Workspace is a single integrated, scalable, intuitive workspace for Cisco sales teams and partners to engage with Cisco throughout the purchasing process. The Commerce Workspace is the one-stop location for all quoting, configuration, and ordering needs with easy access to all commerce-related processes. Users access Cisco pricing concessions and programs from this workspace. Additionally, the Commerce Workspace offers the autonomy to make deal and quote decisions from a single location.

Learn more at Cisco Commerce Workspace.

Cisco Service Contract Center

Partners can also order Cisco Solution Support through the Cisco Service Contract Center. The Cisco Commerce Workspace example in the "Quoting and Ordering" section of this guide provides a guideline for how to attach Cisco Solution Support using this system.

Cisco Service Contract Center is an integrated system that makes it easy for Cisco sales teams and partners to manage and grow their service business profitably:

- Quote and book service orders and manage service contracts and renewals with one simple, easy-to-use solution
- Spend less time solving administrative problems, searching for opportunities, and creating quotes
- Spend more time growing your business using data you can trust; you don't need to spend time fixing or verifying data
- Enable Cisco partners to create and proactively manage contracts

Learn more at Cisco Service Contract Center.

Cisco Ready

Cisco Ready is a business analytics initiative that provides Cisco sales teams (note: not eligible to Cisco partners at this time) with actionable insights through installed base data so you can sell more solutions / products more quickly. Find renewal opportunities where you can upsell Cisco Solution Support to customers that have deployed eligible solutions by viewing primary metrics across all segments.

Learn more at Cisco Ready.

Eligibility

Attach Cisco Solution Support to each Cisco product in eligible Cisco solutions, which can be found on the Cisco Solution Support Jive community (for Cisco sales) or Cisco.com (for Cisco sales and partners). Attach this service the same way you attach Cisco product support to our hardware and software.

Cisco Solution Support is inclusive of Cisco product support: Cisco Smart Net Total Care™ Service or Cisco software services (Cisco Software Application Service, Cisco Software Application Service with Upgrades, Cisco Software Support Service):

- All global Smart Net Total Care Service levels are available under Cisco Solution Support for Cisco hardware in our eligible solutions.
- All Cisco software services are available under Cisco Solution Support for Cisco software in our eligible solutions.

Table 1 shows the generic service product codes used to build Cisco Solution Support SKUs in Cisco Commerce Workspace and Cisco Service Contract Center:

- Example Cisco Solution Support SKU Cisco hardware: CON-SSC2P-6508HVD
- Example Cisco Solution Support SKU for Cisco StadiumVision® Director software: CON-SSSAU-SVDIR1SL

Table 1. Generic Service Products (GSPs) for Building Cisco Solution Support SKUs

GSP Code	Service Category in Cisco Commerce Workspace	Service Name in Cisco Commerce Workspace	Definition of Service Name in Cisco Commerce Workspace
GSPs Used Across Solution-Level Services			
SSSNT	SOLUTION SUPPORT WITH SNTC	SOLN SUPP 8X5XNBD (SSSNT)	Solution Support with Smart Net Total Care 8 x 5 x advanced replacement next business day
SSSNE	SOLUTION SUPPORT WITH SNTC	SOLN SUPP 8X5X4 (SSSNE)	Solution Support with Smart Net Total Care 8 x 5 x 4 advanced replacement
SSSNP	SOLUTION SUPPORT WITH SNTC	SOLN SUPP 24X7X4 (SSSNP)	Solution Support with Smart Net Total Care 24 x 7 x 4 advanced replacement
SSS2P	SOLUTION SUPPORT WITH SNTC	SOLN SUPP 24X7X2 (SSS2P)	Solution Support with Smart Net Total Care 24 x 7 x 2 advanced replacement
SSS2P	SOLUTION SUPPORT WITH SNTC	SOLN SUPP 24X7X2 (SSS2P)	Solution Support with Smart Net Total Care 24 x 7 x 2 advanced replacement

SSCS	SOLUTION SUPPORT WITH SNTC	SOLN SUPP 8X5XNBDOS (SSCS)	Solution Support with Smart Net Total Care 8 x 5 x next business day onsite
SSC4S	SOLUTION SUPPORT WITH SNTC	SOLN SUPP 8X5X4OS (SSC4S)	Solution Support with Smart Net Total Care 8 x 5 x 4 onsite
SSC4P	SOLUTION SUPPORT WITH SNTC	SOLN SUPP 24X7X4OS (SSC4P)	Solution Support with Smart Net Total Care 24 x 7 x 4 onsite
SSC2P	SOLUTION SUPPORT WITH SNTC	SOLN SUPP 24X7X2OS (SSC2P)	Solution Support with Smart Net Total Care 24 x 7 x 2 onsite
SSDR5	SOLUTION SUPPORT WITH SNTC	SSPT DR 8X5XNBDOS (SSDR5)	Solution Support with Drive Retention 8 x 5 x next business day onsite
SSDR7	SOLUTION SUPPORT WITH SNTC	SSPT DR 24X7X4OS (SSDR7)	Solution Support with Drive Retention 24 x 7 x 4 onsite
SSSAS	SOLUTION SUPPORT FOR SOFTWARE	SOLN SUPP SAS (SSSAS)	Solution Support with Software Application Support deliverables
SSSAU	SOLUTION SUPPORT FOR SOFTWARE	SOLN SUPP SAU (SSSAU)	Solution Support with Software Application Support with Upgrades
ECMUS	SOLUTION SUPPORT FOR SOFTWARE	SOLN SUPP SWSS	Solution Support deliverables with Cisco Software Support Service deliverables
GSPs Used for Cisco Application Policy Infrastructure Controller in Cisco Solution Support Plus for ACI and Cisco Solution Support Express for ACI			
SSPNB (Plus) SSXNB (Express)	SOLUTION SUPPORT WITH SNTC	SOLN SUPP 8X5XNBD (SSSNT)	Solution Support with Smart Net Total Care 8 x 5 x advanced replacement next business day
SSPNE SSXNE	SOLUTION SUPPORT WITH SNTC	SOLN SUPP 8X5X4 (SSSNE)	Solution Support with Smart Net Total Care 8 x 5 x 4 advanced replacement
SSPNP SSXNP	SOLUTION SUPPORT WITH SNTC	SOLN SUPP 24X7X4 (SSSNP)	Solution Support with Smart Net Total Care 24 x 7 x 4 advanced replacement
SSPS2 SSXS2	SOLUTION SUPPORT WITH SNTC	SOLN SUPP 24X7X2 (SSS2P)	Solution Support with Smart Net Total Care 24 x 7 x 2 advanced replacement
SSPCS SSXCS	SOLUTION SUPPORT WITH SNTC	SOLN SUPP 8X5XNBDOS (SSCS)	Solution Support with Smart Net Total Care 8 x 5 x next business day onsite
SSP4S SSX4S	SOLUTION SUPPORT WITH SNTC	SOLN SUPP 8X5X4OS (SSC4S)	Solution Support with Smart Net Total Care 8 x 5 x 4 onsite
SSP4P SSX4P	SOLUTION SUPPORT WITH SNTC	SOLN SUPP 24X7X4OS (SSC4P)	Solution Support with Smart Net Total Care 24 x 7 x 4 onsite
SSPC2 SSXC2	SOLUTION SUPPORT WITH SNTC	SOLN SUPP 24X7X2OS (SSC2P)	Solution Support with Smart Net Total Care 24 x 7 x 2 onsite

Table 2 shows the generic service product codes used to build Cisco Solution Support SKUs in Cisco Commerce Workspace and Cisco Service Contract Center for service provider solution-level services:

- Example Cisco Solution Support SKU for Cisco hardware in a service provider solution: CON-SSSNE-A8100EK9

Table 2. GSPs for Building Cisco Solution Support SKUs for Cisco Service Provider Solutions

Note: Cisco Solution Support is required for certain Cisco products:

GSP Code	Service Category in Cisco Commerce Workspace	Service Name in Cisco Commerce Workspace	Definition of Service Name in Cisco Commerce Workspace
SPSSSNT	SOLUTION SUPPORT WITH SNTC	SP SOLN SUPP 8X5XNBD	Solution Support with Smart Net Total Care for service providers 8 x 5 x next business day
SPSSSNE	SOLUTION SUPPORT WITH SNTC	SP SOLN SUPP 8X5X4	Solution Support with Smart Net Total Care for service providers 8 x 5 x 4
SPSSS4P	SOLUTION SUPPORT WITH SNTC	SP SOLN SUPP 24X7X4	Solution Support with Smart Net Total Care for service providers 24 x 7 x 4
SPSSS2P	SOLUTION SUPPORT WITH SNTC	SP SOLN SUPP 24X7X2	Solution Support with Smart Net Total Care for service providers 24 x 7 x 2
SPSSCS	SOLUTION SUPPORT WITH SNTC	SP SOLN SUPP 8X5XNBDOS	Solution Support with Smart Net Total Care for service providers 8 x 5 x next business day onsite
SPSSC4S	SOLUTION SUPPORT WITH SNTC	SP SOLN SUPP 8X5X4OS	Solution Support with Smart Net Total Care for service providers 8 x 5 x 4 onsite
SPSSC4P	SOLUTION SUPPORT WITH SNTC	SP SOLN SUPP 24X7X4OS	Solution Support with Smart Net Total Care for service providers 24 x 7 x 4 onsite
SPSSC2P	SOLUTION SUPPORT WITH SNTC	SP SOLN SUPP 24X7X2OS	Solution Support with Smart Net Total Care for service providers 24 x 7 x 2 onsite
SPSSSAS	SOLUTION SUPPORT WITH SNTC	SP SOLN SUPP SAS	Solution Support with Smart Net Total Care for service providers with Software Application Support
SPSSSAU	SOLUTION SUPPORT WITH SNTC	SP SOLN SUPP SAU	Solution Support with Smart Net Total Care for service providers with Software Application Support with Upgrades
SPSSRFR	SOLUTION SUPPORT WITH SNTC	SP SOLN RETURN FOR REPAIR	Solution Support with Smart Net Total Care for service providers with return for repair
SPSSRTF	SOLUTION SUPPORT WITH SNTC	SP SOLN RETURN FOR FACTORY	Solution Support with Smart Net Total Care for service providers with return for factory
SPSSSPB	SOLUTION SUPPORT WITH SNTC	SP SOLN SUPP SW	Solution Support with Smart Net Total Care for service providers with Software Support only
USSX	SOLUTION SUPPORT SERVICE	SP SOLN SUPP SPECIAL EX(USSX)	Solution Support Special Extension
SSMOB	SOLUTION SUPPORT SERVICE	SP SOLN SUPP - MOBILITY	Solution Support for mobility products
SSWSC	SOLUTION SUPPORT SERVICE	SP SOLN SUPP - WIFI	Solution Support for service provider Wi-Fi

- Cisco ACI: Cisco Application Policy Infrastructure Controller (APIC)
- Cisco Cisco Hosted Collaboration Solution: HCS software
- Cisco SAP HANA: SAP HANA appliance
- Cisco StadiumVision™: StadiumVision management software

Pricing

Cisco Solution Support inclusive of Cisco product support has a single price for each Cisco hardware and software component in the eligible solution. These prices are the total of either Cisco hardware or software support plus the price of Cisco Solution Support. These prices were calculated as applicable for that particular hardware or software component. The price will vary for a component based on service levels chosen (for example, for Smart Net Total Care Service, 24/7/4 Advanced Replacement has a lower price than 24/7/4 Onsite Premium).

Quoting and Ordering

The following process describes how to attach Cisco Solution Support to Cisco solution estimates in Cisco Commerce Workspace (the example uses a Cisco Nexus® 7000 Series Switch). The Cisco Commerce Workspace enables you to configure products and view lead times and prices for each selection. The resulting estimate may be used to either quote or order Cisco Solution Support.

1. Start at the Cisco Commerce Workspace home page (Figure 1). Then click Estimates & Configurations.

Figure 1. Cisco Commerce Workspace Home Page
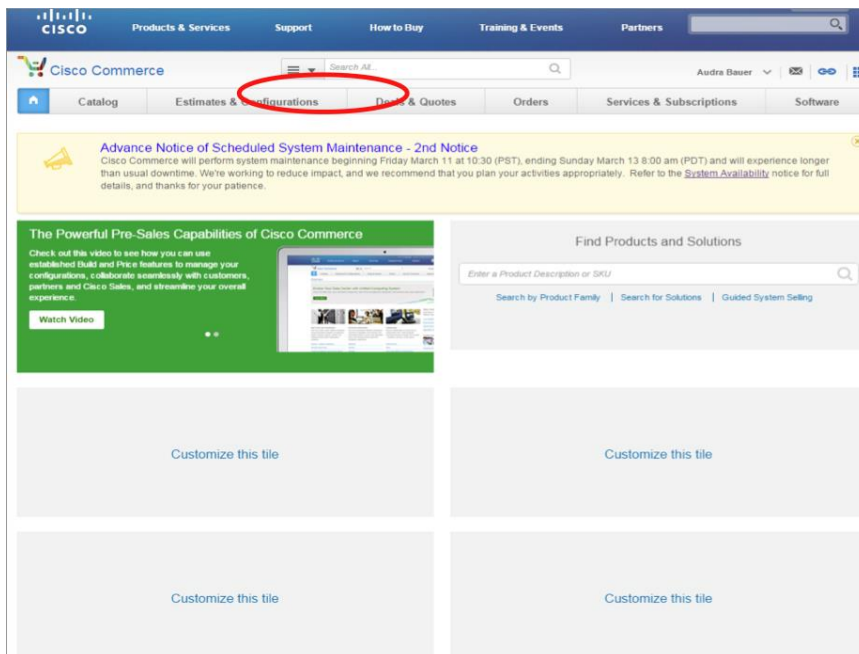
2. Once in Estimates & Configurations, click Create New Estimate (Figure 2).

Figure 2. Cisco Commerce Workspace Estimates & Configurations Page
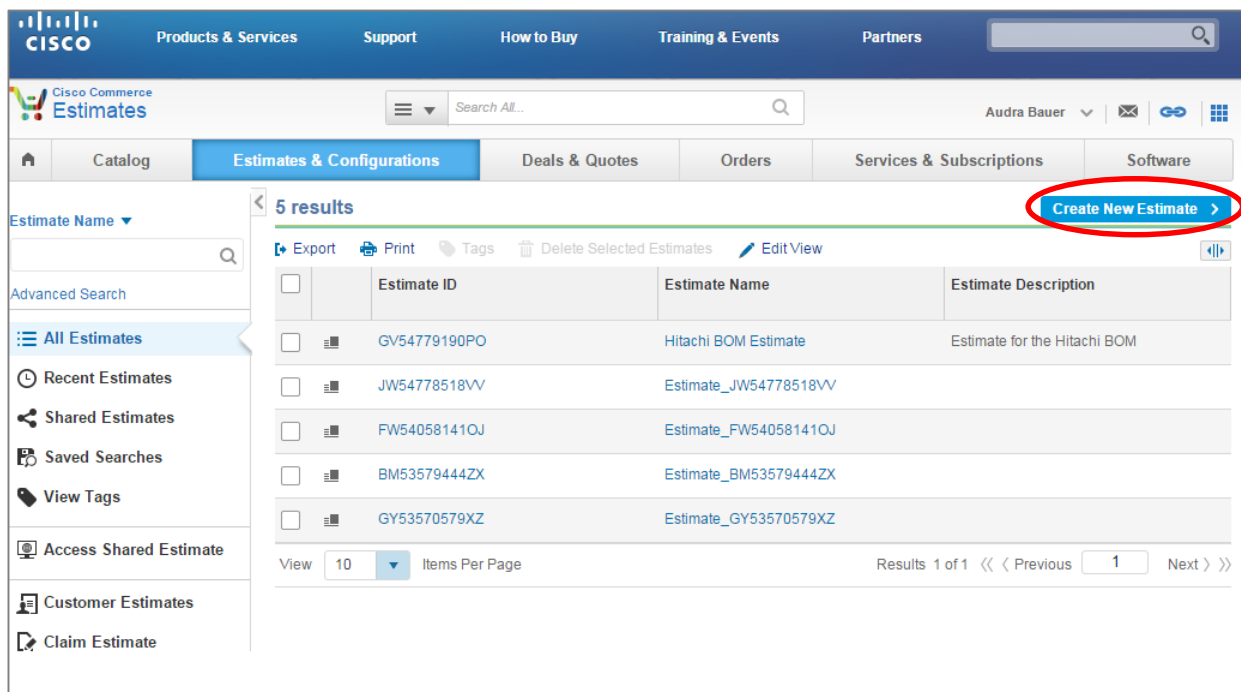
3. To create an estimate (Figure 3):
   a. Click "Estimates and Configurations" and, from the pull-down menu, choose "Create New Estimate."
   b. Enter the hardware or software product SKU in "Add a SKU to Your Estimate" and the number of products in "Qty."
   c. Click "Add."

Figure 3. Create Estimate Page

4. You may need to meet configuration requirements for your products. If so, the Select Options link is then active (blue), and the Select Services/Subscriptions link is inactive (light gray) until you complete the configuration requirements (Figure 4).
   - Click "Select Options" and follow screen prompts as required.

   Note: If no product configuration requirements are necessary, the Select Services/Subscriptions link is active (blue). In this case, proceed to step 5.

Figure 4. Configuration Page Requiring Configuration Requirements (Cisco Nexus 9000 Example)

5. Whether you've completed any required product configuration requirements or you've proceeded directly to this step, click the "Change Services/Subscriptions" link (Figure 5).

Figure 5. Estimate Page Requiring Select or Change Services/Subscriptions

	Hardware, Software and Services	Unit List Price	Qty	Unit Net Price	Discount (%)	Extended Net Price
☐	1.0 N7K-C7004-S2-R ⚠ 📅21 CP $VIP Nexus 7004 Bundle (Chassis,2xSUP2),No Power Supplies INVALID as of Tue Aug 18 06:51:53 PDT 2015	52,000.00	1	52,000.00	0.00	52,000.00
	Copy | Delete | Validate | Select Options | Select Service/Subscription | Add Notes					Add Subtotal

Line item with no preselected service preference.

Items Expand All | Collapse All | Reorder Lines | Add Adjusters | Preview BTO Configuration

	Hardware, Software and Services	Unit List Price	Qty	Unit Net Price	Discount (%)	Extended Net Price
☐	⊖ 1.0 N7K-C7004-S2-R 📅21 CP Nexus 7004 Bundle (Chassis,2xSUP2),No Power Supplies VALID as of Tue Aug 18 07:09:47 PDT 2015	52,000.00	1	52,000.00	0.00	52,000.00
	Copy | Delete | Validate | Change Options | Change Service/Subscription | Add Notes					Add Subtotal
	1.0.1 CON-SNT-N7K4S2R N/A SMARTNET 8X5XNBD Nexus 7004 Bundle (C	5,853.00	1	5,853.00	0.00	5,853.00
	Duration 12.0 months Change Duration					

The same line item with preselected service preference applied.

- Click either "Select Service/Subscription" or "Change Service/Subscription."

6. On the Select or Change Services/Subscriptions page (Figure 6), in the example with preselected service, the system defaulted to a CON-SNT SKU, which is not a Cisco Solution Support service.
   - Click "Edit Services" to select the correct Cisco Solution Support service.

Figure 6. Change Services/Subscriptions Page

Hardware, Software, and Services	Unit List Price	Quantity	Line Total
N7K-C7004-S2-R Nexus 7004 Bundle (Chassis,2xSUP2),No Power Supplies	$ 52,000.00	1	$ 52,000.00
CON-SNT-N7K4S2R SMARTNET 8X5XNBD Nexus 7004 Bundle (C Duration: 12 Month(s)	$5,853.00	1	$ 5,853.00

Edit Services

Remove All Services | Remove All Additional Services | Remove All Subscriptions

Product Price List: Global Price List - US

Subtotal: **$ 57,853.00**

Max. Estimated Lead Time: **21 days**

Cancel | Done

7. On the Edit Services page (Figure 7), "SNTC 8x5xNBD (SNT)" is preselected in the example. This needs to be updated to Cisco Solution Support with Smart Net Total Care service and the appropriate service-level choice. Figure 7. Edit Services Page

Edit Services

SELECT SERVICES FOR
N7K-C7004-S2-R
Technical Support Services

Filter by Brand ⓘ | CISCO BRANDED

Service	Duration
○ No Service	
⊖ SMART NET TOTAL CARE	
● SNTC 8X5XNBD (SNT)	12 Month(s) Range: 1 to 60
○ (LEGACY) SNTC 24X7X4 (NSTP)	12 Month(s)
○ SNTC 8X5X4 (SNTE)	12 Month(s)
○ (LEGACY) SNTC 24X7X4OS (NC4P)	12 Month(s)
○ (LEGACY) SNTC 8X5X4OS (NC4S)	12 Month(s)
○ SNTC 24X7X4 (SNTP)	12 Month(s)
○ SNTC 24X7X4OS (C4P)	12 Month(s)

8. To choose a Cisco Solution Support service and appropriate service-level choice (Figure 8):
    a. Deselect "SNTC 8x5xNBD (SNT)" by clicking the hyphen (-) next to SNTC SERVICES.
    b. Click the plus sign (+) next to SOLUTION SUPPORT WITH SNTC to display the service-level choices.

Figure 8. Edit Services Page

9. Choose the desired Cisco Solution Support service level (Figure 9):
    • Click the appropriate radio button (in this case, 24X7X4OS [SSC4P] is selected).

Figure 9. Cisco Solution Support with Service Level Selected

Edit Services

SELECT SERVICES FOR
N7K-C7004-S2-R

Technical Support Services

Filter by Brand ⓘ CISCO BRANDED ▲▼

Service	Duration
⚪ No Service	
⊕ SMART NET TOTAL CARE	
⊖ SOLUTION SUPPORT WITH SNTC	
⚪ SOLN SUPP 24X7X2OS (SSC2P)	12 Month(s)
⚪ SOLN SUPP 24X7X2 (SSS2P)	12 Month(s)
🔵 SOLN SUPP 24X7X4OS (SSC4P)	12 Month(s) Range: 1 to 60
⚪ SOLN SUPP 8X5X4OS (SSC4S)	12 Month(s)
⚪ SOLN SUPP 8X5XNBDOS (SSCS)	12 Month(s)
⚪ SOLN SUPP 8X5X4 (SSSNE)	12 Month(s)
⚪ SOLN SUPP 24X7X4 (SSSNP)	12 Month(s)
⚪ SOLN SUPP 8X5XNBD (SSSNT)	12 Month(s)
⊕ COMBINED SERVICES SMARTNET	
⊕ NETWORK SUPPORT COMBINED SERVICES	
⊕ SP BASE SERVICES	
⊕ SMART NET TOTAL CARE 3 YEAR SUPPORT	

Affected Line Items

Update ◁ Clicking Update allows you to preview changes to pricing for all affected line items based on your service or duration choices.

10. Review your configuration for your product. Then click "Update" and "Done" (Figure 10).

Figure 10. Completed Change Services/Subscriptions Page

- Click "Done" again. Your product estimate is now complete and can be converted to either a quote or an order for Cisco Solution Support (Figure 11).

Figure 11. Converted Estimate to a Quote or Order

Renewals

Renewals for Cisco Solution Support are processed in [Cisco Services Contract Center](#) in the same way as Cisco product support.

Refer to Appendix B for an example of the renewal process.

Customers who currently have product support might want to upgrade to Cisco Solution Support at the time of support renewal. Refer to Section 12 of the [Cisco Service Contract Center Complex Quotes User Guide](#) for information about upgrading at renewal. Note that the customer should upgrade all Cisco products in a solution to be fully entitled for Cisco Solution Support.

Midterm Service Upgrades

If your customer is under a Cisco product support contract for one or more products in an eligible solution, it is possible for the customer to upgrade to Cisco Solution Support before the current service contract ends. Refer to Appendix C for an example of the midterm service upgrade process.

Evaluate Contracts

Work with your customer to determine:
- Which current product support service contracts and contract lines should migrate to Cisco Solution Support
- Start and end dates of the new Cisco Solution Support contracts
- End dates of the product support contracts
- If any support contracts should be cotermed

Note: New contract end dates should be longer than or equal to the current contract end dates. [Cisco Service Contract Center](#) can estimate credit from the current contracts based on data entered.

To find your contracts and coverage data, use the [Cisco Service Contract Center Serial Number Information Finder (SNIF)](#).

Upgrade Contracts

Use Cisco Service Contract Center to upgrade Cisco product support contracts to Cisco Solution Support. New contract numbers will be created, and the old contracts and contract lines will be terminated. Customers may begin using the new contracts immediately upon activation.

Click here to watch a step-by-step video about how to use Cisco Service Contract Center to upgrade to Cisco Solution Support. Also refer to sections 17 and 18 about upgrades and coterms in the Cisco Service Contract Center User Guide for Complex Quoting.

Visit My Cisco Workspace and navigate to "Customer Service Central" to open a case on your quote if you have questions.

Payment and Credits After Upgrades

Cisco Services Contract Center will calculate the exact credit based on the contracted start date of the new contracts, costs of the Cisco Solution Support SKUs, end dates of the old contracts and contract lines, and cost of the old Cisco product support service SKUs.

Credits are processed automatically and are, in general, available within 30 days. A new credit invoice will be produced and can be applied for the partial invoice amount. However, exceptions are processed manually, with delays in credit invoices up to 90 days. Credits must be used within six months.

To receive credit on the remaining term of the old contract because of exceptions, customers should submit a credit request form (CRF) at My Cisco Workspace and navigate to Customer Service Central to open a termination case. The Customer Partner Services (CPS) team will contact customers or partners when credits are available.

More Information
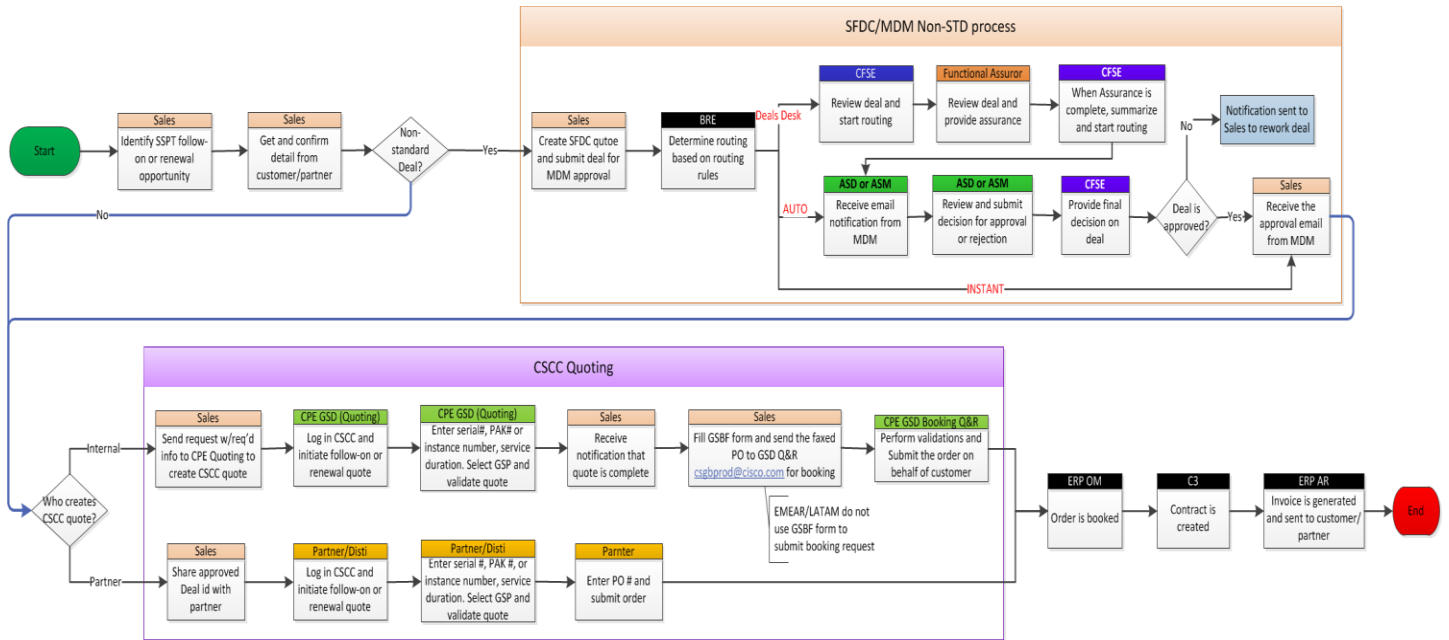
Direct your questions about quoting, ordering, renewal, and upgrades to ask-solution-support@cisco.com.
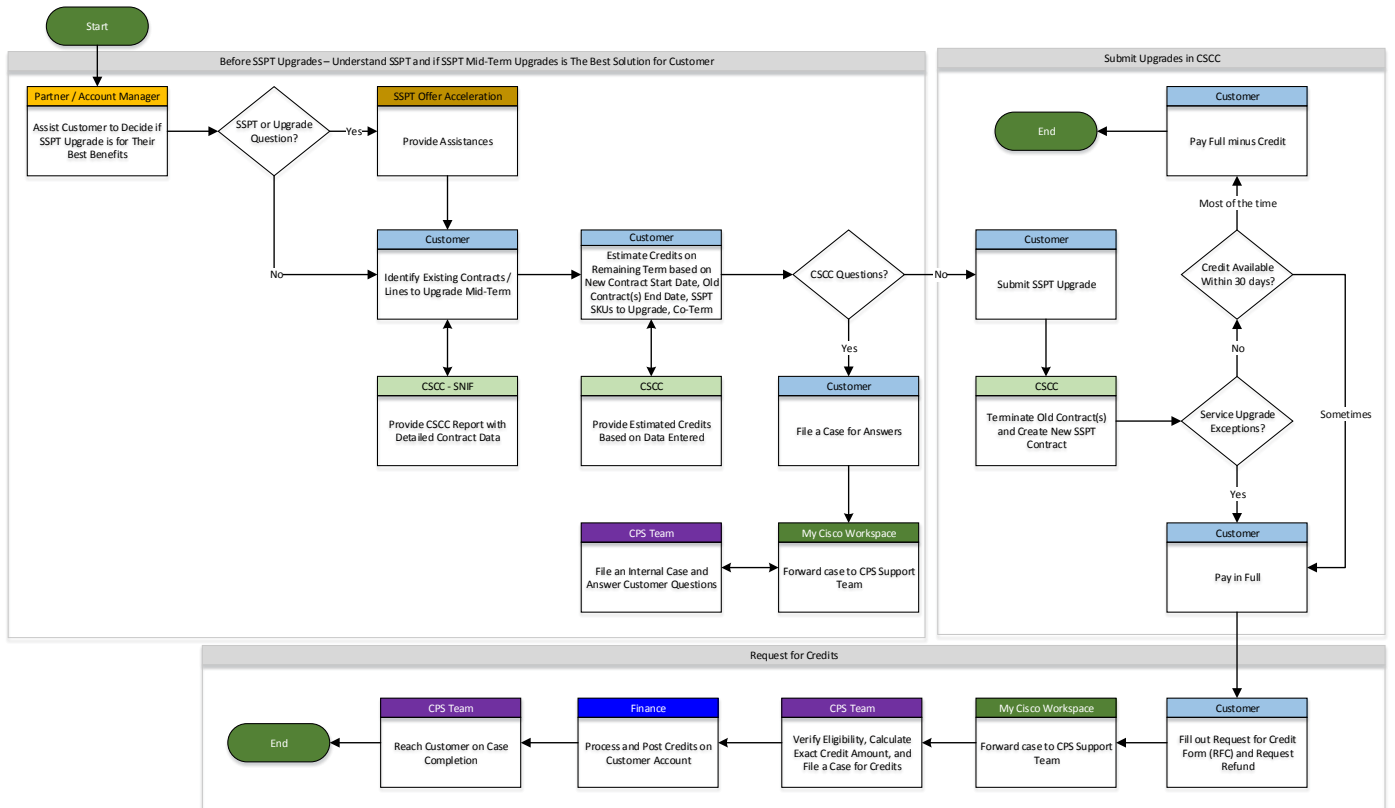
Appendix A: Cisco Solution Support Point-of-Sale Ordering Process Example
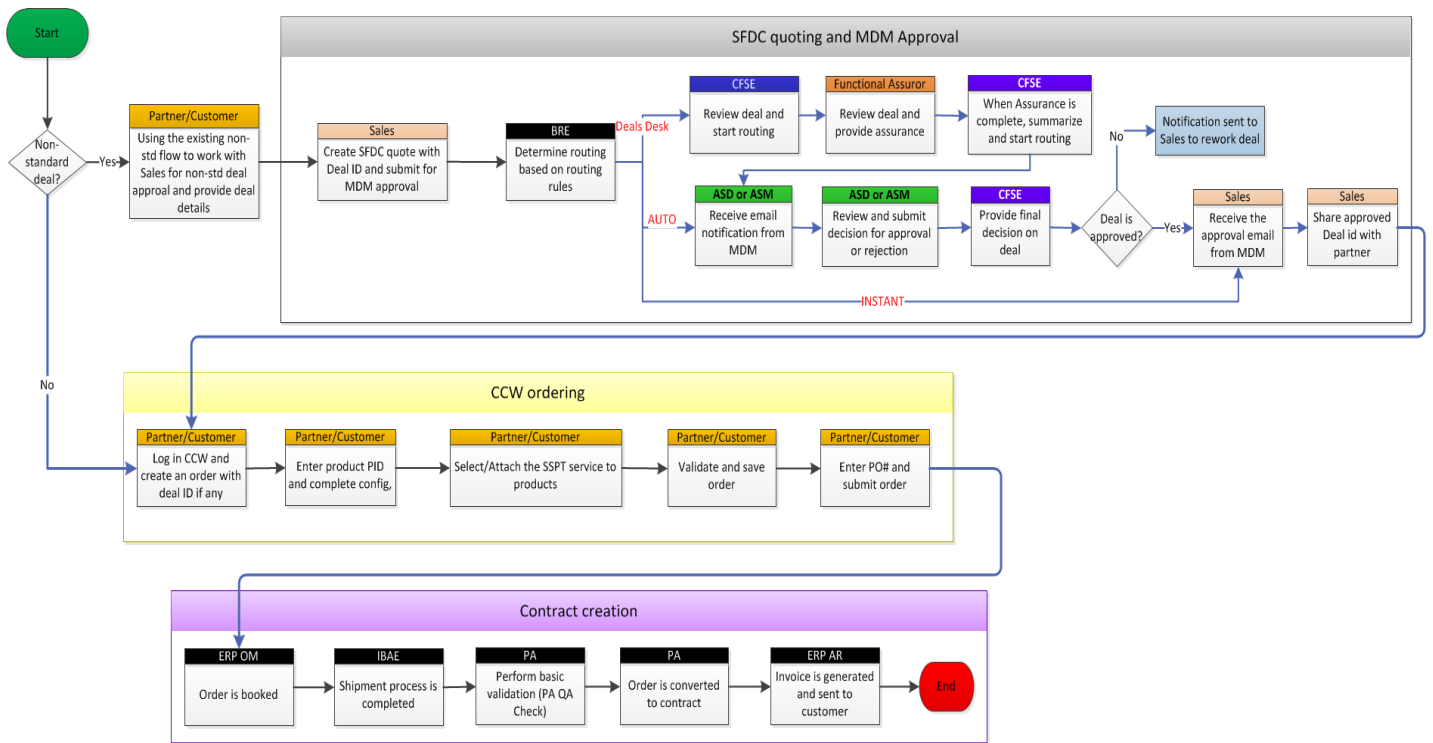
Appendix B: Cisco Solution Support Renewal Process Example

Appendix C: Cisco Solution Support Midterm Service Upgrade Process Example

Before SSPT Upgrades – Understand SSPT and if SSPT Mid-Term Upgrades is The Best Solution for Customer

- Start
- Partner / Account Manager: Assist Customer to Decide if SSPT Upgrade is for Their Best Benefits
- SSPT or Upgrade Question? — Yes → SSPT Offer Acceleration: Provide Assistances
- No → Customer: Identify Existing Contracts / Lines to Upgrade Mid-Term
- CSCC - SNIF: Provide CSCC Report with Detailed Contract Data
- Customer: Estimate Credits on Remaining Term based on New Contract Start Date, Old Contract(s) End Date, SSPT SKUs to Upgrade, Co-Term
- CSCC: Provide Estimated Credits Based on Data Entered
- CSCC Questions? — Yes → Customer: File a Case for Answers
- CPS Team: File an Internal Case and Answer Customer Questions
- My Cisco Workspace: Forward case to CPS Support Team

Submit Upgrades in CSCC

- No → Customer: Submit SSPT Upgrade
- CSCC: Terminate Old Contract(s) and Create New SSPT Contract
- Service Upgrade Exceptions? — No → Credit Available Within 30 days? — Most of the time → Customer: Pay Full minus Credit → End
- Sometimes → Customer: Pay in Full
- Yes → Customer: Pay in Full

Request for Credits

- Customer: Fill out Request for Credit Form (RFC) and Request Refund
- My Cisco Workspace: Forward case to CPS Support Team
- CPS Team: Verify Eligibility, Calculate Exact Credit Amount, and File a Case for Credits
- Finance: Process and Post Credits on Customer Account
- CPS Team: Reach Customer on Case Completion
- End

CISCO