Whole Portfolio Agreement

July 2022

COLOSSAL

Red River

Agenda

① Introductions: Colossal/Red River/Cisco

② WPA Summary

③ What's New, What's Different?

④ Install Base Management and Analytics

⑤ Cisco Digital Learning

⑥ Business Critical Services 3.0 Incremental Enhancements

- Expert Review Workshops

- Ask-the-Expert Sessions

- Accelerators

⑦ How to Engage

⑧ What's Next?

Colossal & Red River Team for SSA
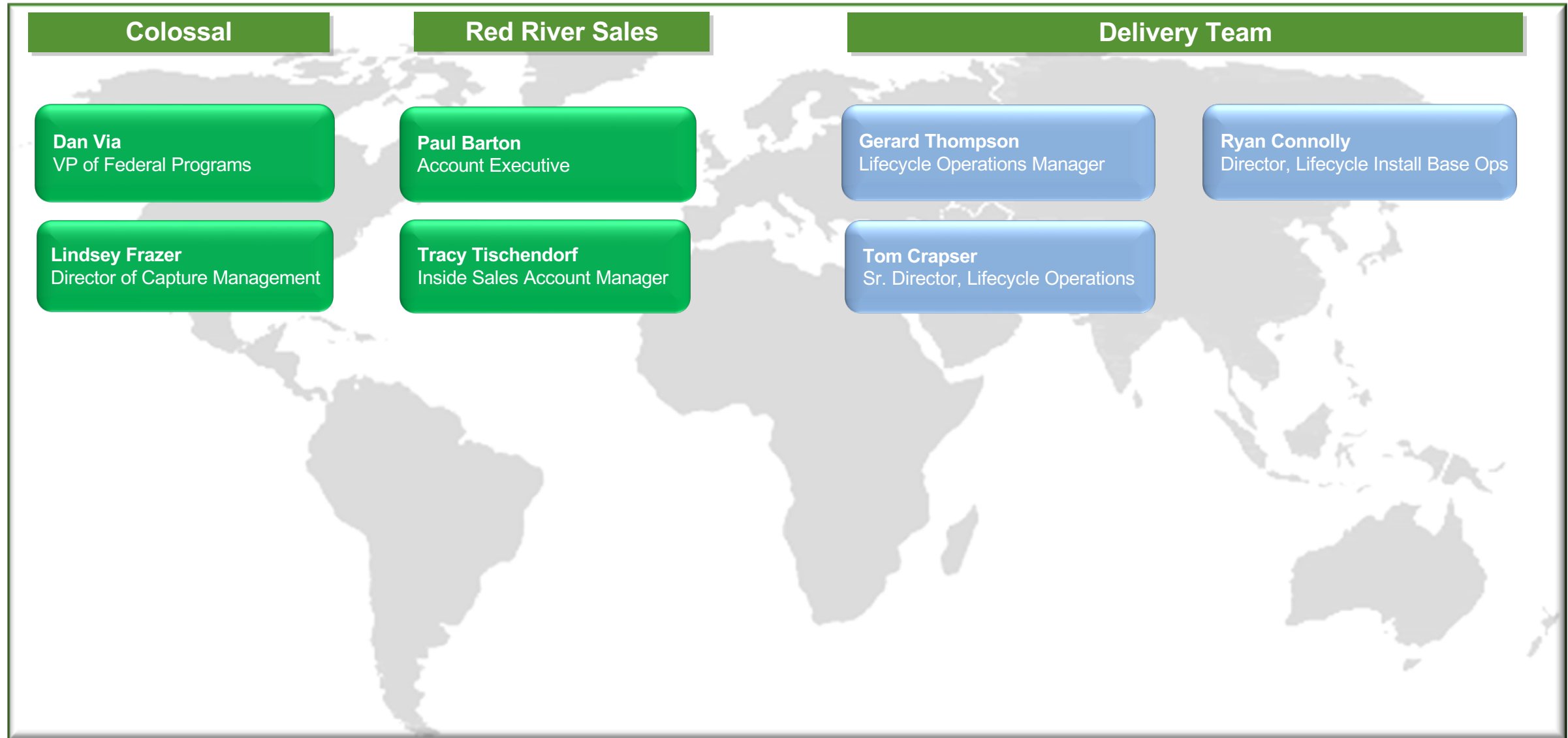
Cisco Advanced Services Team for SSA

Account Services

Drew Blome
Service Sales

Fred Retener
Renewals Manager

Product Sales

Matt Smith
Account Manager

Greg Pippin
Systems Engineer Manager

Tony Livesay
Systems Architect

CX Delivery Team

Joe Bailer
Service Delivery Executive

Andrea Domagala
Customer Success Executive

Preston Neal
Project Manager

Brendan Conikar
Asset Manager

Josh Burtis
Cisco Digital Learning

Yusef Sturdivant
Customer Delivery Engineering Technical Leader

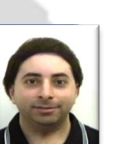**Michael Mazikas**
Network Consulting Engineer
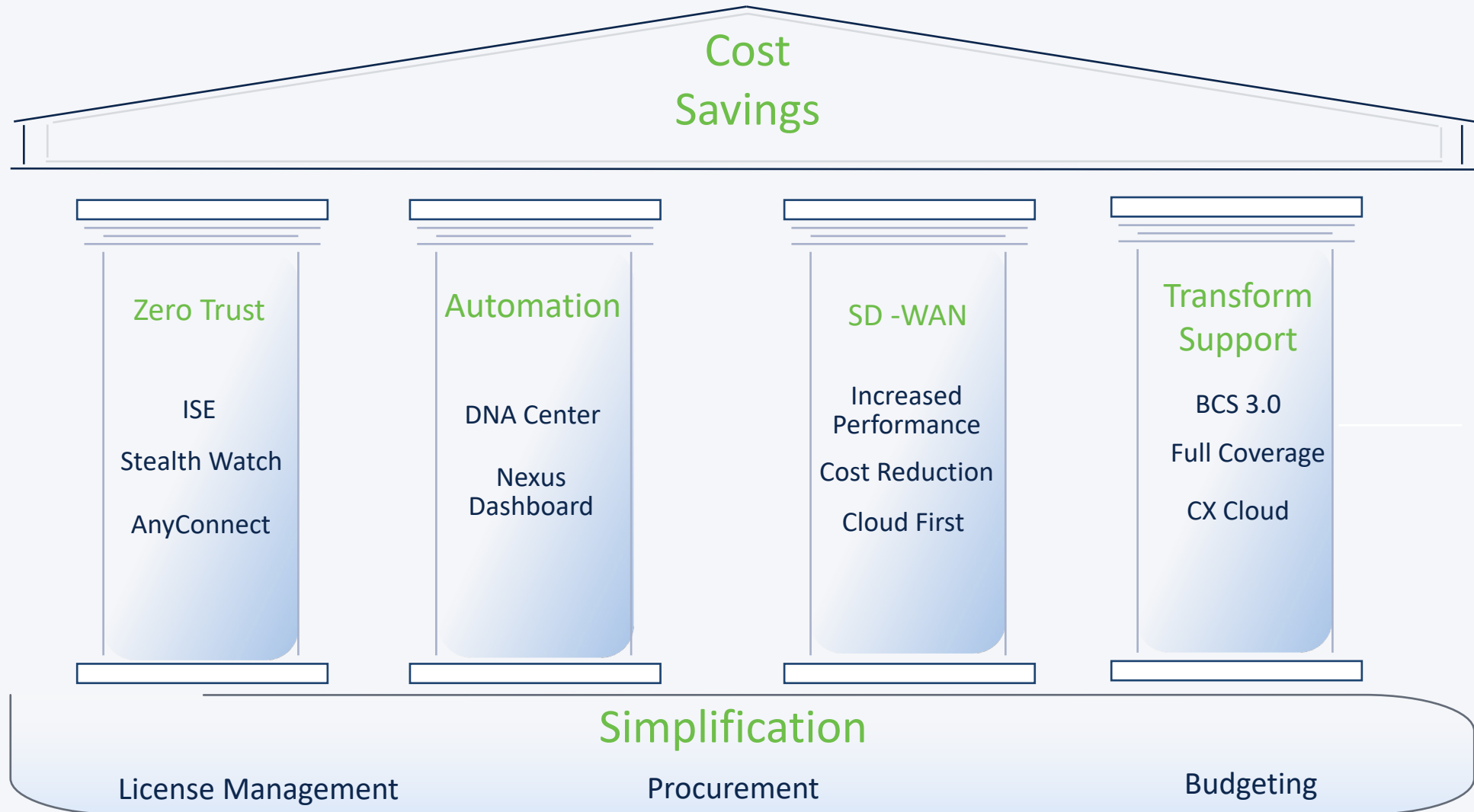
Creig Green
Network Consulting Engineer

Ed Mackenzie
Network Consulting Engineer

Tony Strati
High Touch Operations Manager (HTOM)

Pillars to a WPA

Cost Savings

Zero Trust

ISE

Stealth Watch

AnyConnect

Automation

DNA Center

Nexus Dashboard

SD -WAN

Increased Performance

Cost Reduction

Cloud First

Transform Support

BCS 3.0

Full Coverage

CX Cloud

Simplification

License Management

Procurement

Budgeting

WPA Summary Overview

Deal Term	July 1, 2022 through June 30, 2027 (5 Years) | Colossal Prime, Red River & Cisco Partners | Contract #: 204827074, 204827086, 204855240 & 204855241
Entitlement Scope	The Social Security Administration – Based on GUID/Install Site IDs
WPA Service Structure	• 100% Coverage of SSA Install Base (Service Full Coverage) • New devices are Swept onto contract at time of shipment • List Price on current IB Comb Services: $47.2M • Over five-year period, can grow to approx. $55.5M with no additional cost
Growth Allowances	• Unlimited Growth for Majority of Software Catalog with Caps for Specific Entitlements (See Proposed SW Catalog Slide) • Approximately 17.5% Growth Allowance for Hardware SNTC
Maintenance Annual Review & True-Forward	• Legacy Install Base has List Price locked at time of booking. • Service Cost on New Equipment minus (LDoS items + Decommissioned Items) = Net New Service applied towards growth • Monthly reconciliation reviews to determine status against estimated growth allowance. What's been added, what's been decommission and/or what has reached LDoS. • Overages are assessed/billed on a true forward basis. Discount already established via Colossal/Red River WPA contract.
Business Critical Services 3.0 , Expert Care & High Touch Technical Support (HTTS)	• Includes a Comprehensive Package of Proactive Services including New Operational Insight Report Capabilities, CS Accelerators, Expert Review Workshops, and Ask the Experts Webinars • Cisco Asset Manager, US Citizen Support, High-Touch Operations Manager (HTOM) • Cisco Digital Learning – 24 User Licenses

Software Catalog

One of the broadest software portfolios in the industry tailored for SSA

Data Center

- *DCN Premier for Nexus 9000 Series Switches*
- *Licensing for existing Nexus 7k, 5k, 2k*

Collaboration

- Webex FedRAMP Cloud Meetings
  - 5,5000 Users
  - 50 Cloud Registered Devices

  - Bridge Country Call-back
  - Messaging Entitlement
  - File Storage Entitlement
  - Webex Cloud Recordings
  - 10GB Primary & Redundant Peer Links
  - Webex Premium Services

Switching and Routing

- *Cisco DNA Advantage for Routing*
  - *Virtual Routers – Catalyst 8000v*
  - **Integrated Services Routers**
  - *Catalyst 8000 Edge Platform*
- **1000 Series Aggregation Routers**
- **Cisco DNA Advantage for Switching**
- *ThousandEyes*
  - *10,000 Cloud & Enterprise Agent Licenses*
  - *1,000 End-User Monitoring Licenses*

Wireless

- *Cisco DNA Advantage for Wireless*
- *Cisco DNA Spaces ACT*
- *Cisco DNA Spaces EXTEND*
- *Cisco DNA Spaces SEE*

Security

- **AnyConnect Apex Subscription License**
- **Cisco Identity Services Engine**
  - **ISE Device Administration License**
  - **ISE Advantage Unlimited**
  - **ISE Premier 100,000 Licenses**
  - ***Does NOT include ISE Virtual (ISEv) appliance***
- **Stealthwatch (Secure Network Analytics)**
  - **Cisco SNA Flow Rate Licenses**
  - **Cisco SNA Endpoint Licenses**
- *Secure Networks Analytics Threat Intelligence*
  - *Capped at 10,000 Flow Collectors*
- *Cisco Telemetry Broker*
  - *Capped at 100GB per Day*
- *Cisco Cognitive Threat Analytics for External Telemetry*
- *Umbrella Investigate API Tier 2*
  - *10 SIG Investigate Consoles*
  - *1 License of Remote Browser Isolation (RBI) All*
- *Cisco AMP Threat Grid Appliance*
  - *10,000 Advanced File Analysis Packs*
- **Firepower Threat Defense Software**
  - **Threat Protection**
  - **Malware Protection**
  - **URL Filtering Subscription**
  - ***Does NOT include Firepower TD Virtual Base License***
- *Umbrella SIG Advantage –1,000 User Licenses*
  - *Umbrella Premium Support*
- *Duo Federal Access Edition – 1,000 User Licenses*
  - *Duo Premium Support*
- *AMP for Endpoints Premier – 1,000 User Licenses*

Licensing in italic is not currently deployed in SSA's network.
Licensing in italic blue are limited to 1,000 users enabling SSA to evaluate as part of a larger Zero Trust implementation.
Licensing in italic green is sufficient ThousandEyes visibility for the SSA MSFT O365 environment
Licensing is "all you can eat" unless specified above
Collaboration Licensing enables SSA to transition OHO to Webex for Virtual Hearings

What's New – What's Different

Products, Ordering, Asset/Contract Management	• Increased hardware discounts in catalog • 100% Coverage of Install Base with a Growth Allowance • Services Full Coverage entitlement model –New Equipment is swept onto WPA when shipped • True-Forward, if growth allowance is exceeded
Software Catalog & Licensing	• The right to use Cisco Enterprise Software for in-scope Operating Systems, Advanced Features and Standalone Software • Support coverage for all in-scope software • Access to Modeling Labs
Enhancements to Business-Critical Services	• Operational Insights – New Report Capabilities • Expert Review Workshops • Ask-The-Expert Sessions • Accelerators
Asset Manager	• Monthly reconciliations, contract updates, and reporting during WPA reviews • Perform Move/Add/Changes, as well as Install Base Reporting and Analytics

Cisco Asset Manager

Brendan Coniker

Asset Manager

brconike@cisco.com

919-392-3572

Semhar Gebrehiwot

Asset Manager Team Lead

segebreh@cisco.com

919-392-4575

Install Base Management & Analytics

The Whole Portfolio Agreement includes Cisco Asset Management, software management and WPA analytics to ensure SSA receives timely management and information to achieve their business outcomes.

The Cisco Asset Manager will collaborate with SSA and SSA's partners to perform the following activities:

- Track and manage all Cisco hardware, Cisco IOS® software versions, and related contracts

- Provide monthly and quarterly reports, analytics, and business reviews

- Help SSA create and follow a MACD process for Cisco devices and lead reconciliation efforts

- Measures impacts to business objectives

- Provides periodic reports with up-to-date, comprehensive inventory detail and metrics on business outcome impacts

- Delivers recommendations for improving asset and contract management

Asset Management Deliverables (Monthly & Quarterly)

In collaboration with Colossal & Red River, Cisco will provide monthly reconciliation, contract updates, and reporting during WPA reviews.

Activities
- **IB Assessment**
- **IB Cleanup (MACDs)**
- **IB Validation**

Report (email)
- **Covered vs. Uncovered**
- **Expiring Assets**
- **Site alignment**
- **IB alignment (Sources)**
- **Architecture**
- **Service Level**
- **End of Life**
- **MACD Tracker**

Expiring Assets (pie chart)
- 30 days: 75
- 60 days: 100
- 90 days: 50
- (additional): 25

Product SKU List (bar chart)

Total Assets	
36,336	
Total Covered Devices	
20,014	
Total Uncovered Devices	
16,322	
Percent of Total Assets Represented in Top 25	
96%	
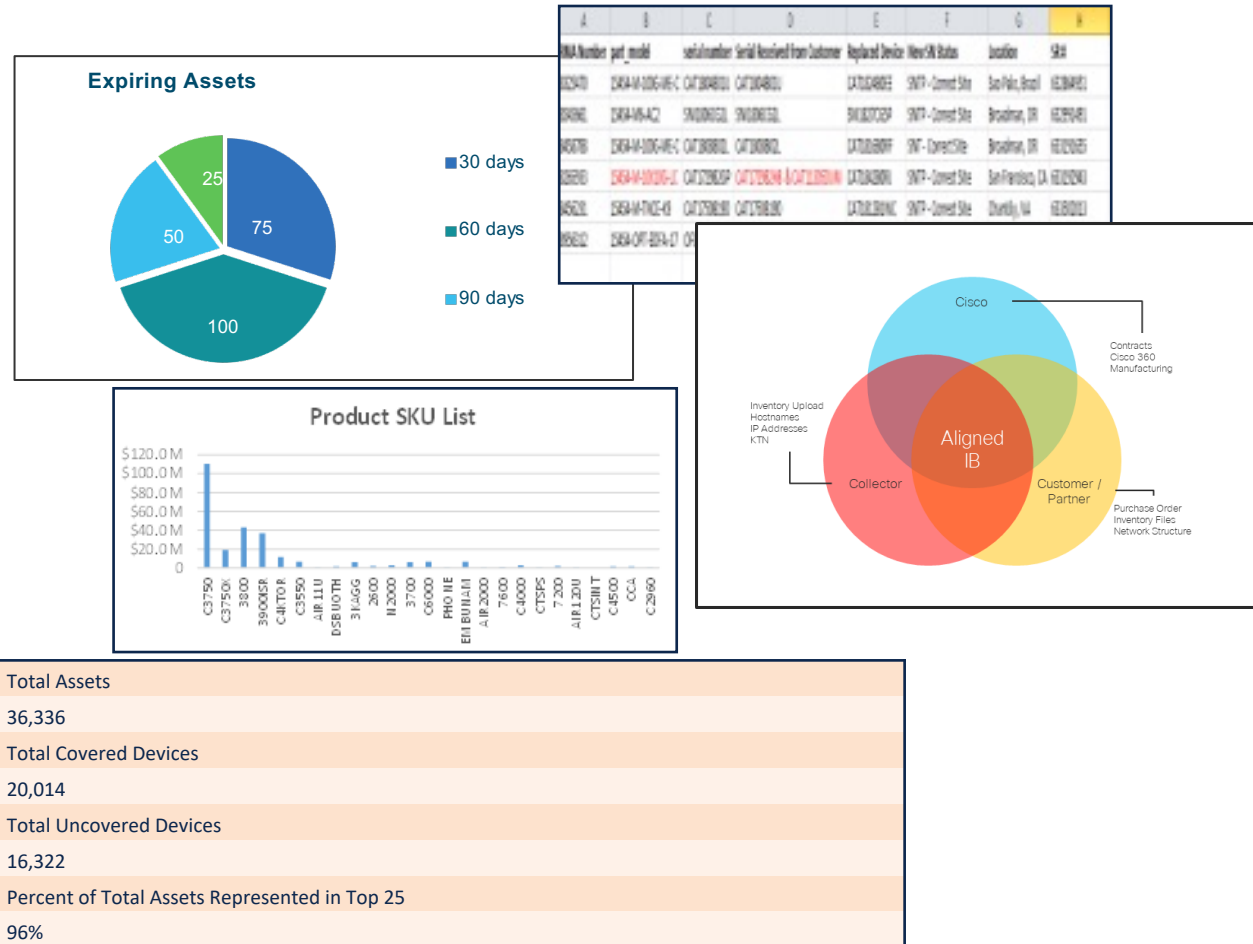
Cisco Digital Learning

Josh Burtis

Learning Advisor

daburtis@cisco.com

984-216-6132

Tisha Herne

Business Development Manager

therne@cisco.com

571-216-3355

Cisco® Digital Learning

- Anywhere, anytime access to our online product, technology, and certification courses

- Includes video lectures and hands-on labs, via subscriptions or individual a-la-carte courses

- Annual subscriptions now include webinars and best practices for fast answers to pressing questions

- Subscribe to all our training resources or to a particular technology area

Cisco Learning and Certifications offers a variety of training to help learners stay focused and increase retention.

Networking

DevNet

Data Center/Cloud

Security/CyberOps

Collaboration
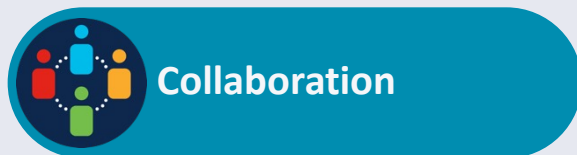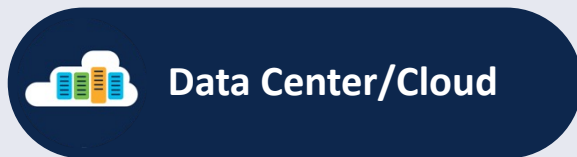
View the complete training portfolio

Get trained and certified on Cisco® technologies with flexible training delivery options.

Cisco Digital Learning

Custom Training

Study Groups and Bootcamps

Cisco Modeling Labs

Cisco Combined Services

Preston Neal
Project Manager
pneal@cisco.com
919-618-8145

Joe Bailer
Service Delivery Executive
jbailer@cisco.com
410-309-4876

Andrea Domagala
Customer Success Executive
adomagal@cisco.com
703-475-0241

Partnering for Success Cisco Combined Services

Goal: Provide the secure and reliable platform for mission critical applications

Proactive Support

Specialized
Expertise

Expert Review
Workshops

Change Window
Support

Operational
Insights

- Strategic and Technical Consulting to ensure cross architecture integration and drive best practices for technical designs including:
  - Planning and Design Support
  - Software Strategy
  - Performance Engineering and Optimization
  - Network Improvement Plan Support
  - Network Change Support
  - Knowledge Transfer and Mentoring
  - Operations Management
  - Subject Matter Expertise
  - Implementation Support.

Reactive Support

Cisco TAC

Business Units/ Escalation

High-Touch
Operations Manager

- Incident & Escalation Management teams who know your environment
- Reporting and Analytics
- Install Base Data via SNTC Portal
- Knowledge & Learning Assistance

SOCIAL SECURITY
USA
ADMINISTRATION

Premier: Deliverables
Most Entitlements

Local & Regional Resources with Onsite & Remote delivery

Additional Operational Insight Reports are Available

| Operational Insights Review | Change Window Support | Expert Review Workshops **NEW** | Ask The Expert Webinars **NEW** | Accelerators **NEW** | Expert Incident Review | Priority Case Management |

- Software Management Strategy
- Software Analysis and Release Standards
- Configuration Best Practices
- Field Notices
- Hardware Lifecycle Milestones
- Product Security Advisory
- Policy Variation Analysis Report
- Design Builder Report **NEW**
- Risk Mitigation Report

- Configuration
- Implementation
- Testing
- Strategy
- Architecture
- Design
- Resiliency
- Audit

- Catalog of scheduled live & recorded webinar sessions that helps guide Customer Success Lifecycle
- Provides access to Cisco experts who share insights and industry best practices

- Extensive Accelerator Catalog
- Onboarding
- Implementation
- Use Cases
- Adoption
- Optimization

How To Engage for Cisco Support?

SSA Quick Reference Guide

July 2022

Recommended Options for Opening HTTS Service Requests (SRs)

In order to expedite issue resolution and maximize your Cisco resources, the following options are recommended when opening service requests:

Severity 1 or 2	Call into HTTS at 866-748-0639 or 919-993-2780 so a HTTS representative can open a case on your behalf and transfer you to a HTTS engineer.
Severity 3 or 4	Open your SR online via: • SCM: https://mycavs.cloudapps.cisco.com/cavs • SCTP: https://sctp.cisco.com/

HTTS Service Request (SR) Best Practices

When creating a new case, be sure to include the below information as available:
• Product serial number or service contract number and product ID
• Description of problem and symptoms (one problem per service request) and optional network topology diagram
• Output from show tech command or other relevant output
• Software versions and types of equipment
• Please attach the completed SSA RMA form to all RMA requests

Remember to be as accurate as you can to ensure that your case is routed correctly.

Escalating HTTS Service Requests (SRs)

An SR can be escalated any time that you are 1) experiencing a serious issue; 2) requiring a change in the status of an existing service request or issue; or 3) considering an existing SR as not progressing adequately or the quality of service as not satisfactory.

HTTS Support: Call HTTS at 866-748-0639 or 919-993-2780 and give your Cisco User ID:
• New Case: Give your serial number(s), brief problem description, and network or business impact, and an HTTS representative can open a case on your behalf.
• Existing Case: Give your case number, ask to raise the case to a P1 or P2, provide the network or business impact, and request a warm hand-off to the next available HTTS engineer.

During Normal Business Hours (8am – 6pm EST)	HTOM Support: If you need additional assistance escalating your SR or issue, reach out to your HTOM with your case number.
After Normal Business Hours and on Weekends	After-Hours HTOM Support: If you are unable to escalate your SR via HTTS or need additional assistance with your escalation, reach out to ssaHtom@epass.cisco.com with your case number, contact details, customer name, and a brief issue description, and the after-hours HTOM will engage.

Your Cisco Support Team & Important Numbers/Emails

Contact Name	Role	E-Mail	Phone
Tony Stradi	High Touch Operations Manager (HTOM)	tstradi@cisco.com	919-392-3888
Tony Livesay	Systems Architect (SA)	tlivesay@cisco.com	410-309-6874
Craig Green	Network Consultant Engineer (NCE)	cregreen@cisco.com	443-458-3160
Michael Madkas	Network Consultant Engineer (NCE)	mmadkas@cisco.com	443-895-3453
Yusef Sturdivant	Network Consultant Engineer (NCE)	ysturdiv@cisco.com	443-458-3160
Matt Smith	Account Manager (AM)	masmith2@cisco.com	919-927-1265
Joe Baller	Service Delivery Leader (SDL)	baller@cisco.com	410-309-6876
Drew Blome	Services Sales Specialist (SSS)	ablome@cisco.com	703-431-0366
Preston Neal	Project Manager (PM)	psneal@cisco.com	919-618-8145
Fred Retener	Renewals Manager (RM)	nwtener@cisco.com	408-525-9767
Andrea Domagala	Customer Success Executive (CSE)	adomagal@cisco.com	703-475-0241
Erica Carbonaro	US Public Sector HTTS Managers	ecarbona@cisco.com	986-216-2639
Omar Garner		edgarner@cisco.com	919-609-8192
After Hours HTOM (AH-HTOM)		ssaHtom@epass.cisco.com (pager)	866-748-0639
HTTS			866-748-0639 or 919-993-2780
Cisco Logistics		lmo-help@cisco.com	800-553-2447 (Option 4)
Asset Recovery		Asset-recovery@cisco.com	800-553-2447

Significant Maintenance

When performing significant maintenance (upgrades, migrations, implementations), you can open a standby service request in advance and provide as much of the below information as possible so your engineer already has all pertinent details prior to start:
• MW Date/Time
• Number of Users Affected
• Test and Validation Plans
• Business Impact
• Current Solution Baseline
• Network/System/Solution
• Implementation/Upgrade Plan
• Topology Diagram/Information
• Solution Information
• Version Information
• System Specific Data

HTTS Service Request Prioritization Definitions

Severity 1	Your network or environment is down or there is a critical impact to your business operations. You and Cisco will commit full-time resources around the clock to resolve the situation.
Severity 2	Operation of an existing network or environment is severely degraded, or significant aspects of your business operation are negatively impacted. You and Cisco will commit full-time resources during standard business hours to resolve the situation.
Severity 3	Operational performance of your network or environment is impaired, although most business operations remain functional. You and Cisco both are willing to commit resources during standard business hours to restore service to satisfactory levels.
Severity 4	Information is required on Cisco product capabilities, installation, or configuration. There is little or no impact on your business operations. You and Cisco both are willing to provide resources during standard business hours to provide information or assistance as requested.

Helpful Cisco Links

Software Downloads | POWR Tool (RMA Returns) | On-line Tool Catalog

© 2021 Cisco and/or its affiliates. All rights reserved. Cisco Confidential

What's Next?

Follow-on, Detailed Breakout Sessions	• Schedule follow-on sessions for each functional area – COR's, Data Center, Enterprise Networking, Collaboration and Security • Define agenda and goals of each session • Present the next level of detail
Documentation	• Organizational alignment and escalation charts • Schedule of deliverables • Roles and Responsibilities
Communication Plan	• Define reporting content and cadence for each track/deliverable
Governance Model	• Align on Governance Model • Document and execute

Appendix

SSA Requirements and WPA Attributes Align

SSA Priorities

- Cost transparency & predictability
  Cost Savings over 5 years

- Focus on Next-Gen Networking to reduce costs & simplify operations

- Eliminate hearing backlogs

- Re-architect VPN to improve remote work experience without compromising security

- Continually review modernization plan to ensure flexibility to keep up with rapid technology changes & future customer needs

WPA

WPA Value

- Shared Risk- Budget predictability on SW and Service, Cost Takeout on future HW

- Business Unit Access, Innovation, Agile Services to address integration needs

- Transformative approach: Updated and Agile Service Model

- Simplified licensing procurement and handling

- Automation leading to improved stability & less human error

Whole Portfolio Agreement Overview

01 Single Contract – Financial predictability

02 Custom Software Catalog

03 Access to Innovation; successor products

04 Expansive Services portfolio aligned to outcomes

A WPA is a commercial agreement with Cisco that provides *select* customers with access to our **entire portfolio** of HW, SW, and Services.

This agreement allows SSA & Cisco to create solutions customized for both current requirements and future transformational outcomes.

By shifting from a la carte spending to a holistic agreement, we can better focus on technology & business innovation together.

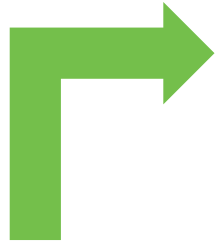Enhanced Relationship Structure

Contractual, Fixed Price Model

Simplify and **Enhance** your Experience with Cisco by focusing on **Innovation** first then process

Data-Driven Recommendations for Premier
People, Process, Tools, Knowledge

Analytics & Support

Expert Advice

Change

Customer Business Goals Mapping

Operations & Insights Reviews
- **Configuration Best Practices**
- **Field Notice Checks**
- **Hardware Lifecycle Milestones**
- **Product Security Advisory Customer Impact Assessment**
- **Risk Mitigation Check**
- **Software Analysis and Release Standards**
- **Syslog Analysis**
- **Software Risk Alerts**

Cisco SME

- **Software Management Strategy**
- **ATX Sessions**
- **Expert Incident Review**
- **Priority Case Management**
- **Expert Review Workshops**
  - Configuration
  - Implementation
  - Testing
  - Strategy
  - Architecture
  - Design
  - Resiliency

Change Window Support

Customer Business Outcomes

Business Alignment

Discover

Recommend

Remediation Assistance

KPI & Metrics Management

What you can expect from Customer Success ...

Help SSA realize VALUE by accelerating business OUTCOMES

Provide guidance on optimizing performance, reliability, security and uptime

Customer Partnership

Provide impactful recommendations based on industry data and benchmarks to get the most out of your technologies through training, tools, and best practices

Customer Outcomes

Ability to measure and track your progress based on data-driven telemetry and business accomplishments

LifeCycle Adoption Services

Ask-the-Expert Webinars

- One-on-many interactive webinars
- Target specific Cisco solution adoption challenges
- Available live and on-demand
- Aligned with solution Accelerators

Accelerators

- One-on-One remote coaching
- Fixed scope (4 to 6 hours over 10 to 15 days)
- Demonstrable benefit at completion
- Health Check Assessment

Expert Review Workshops

- Configuration Review
- Test Review
- Implementation Review
- Strategy Review
- Architecture Review
- Design Review
- Resiliency Review

Features and Benefits

Simplifies and standardizes how Cisco products, maintenance and services will be procured, licensed, and delivered

Budget Predictability - Fixed price unlimited licensing agreement for software with no true-ups.

Best Value - Take advantage of IC volume purchasing power to obtain best pricing.

Unsupported Product Risk Mitigation - eliminate unsupported product risk.

Deployment Flexibility - No limitations on where Cisco software is deployed.

Comprehensive Security – Defense in Depth – software delivery, hardware procurement, reporting, security updates.

Simplified Procurement - Single, simple contract and negotiation

Mission Agility - respond to changing technological and mission landscape.

Operational Efficiency - reduce costs through automation and standardization.

No Auditing | Secure Software Downloads | Authorized Supply Chain

Expert Review Workshops – Formal vs Informal KT

SSA may request up to four (4) Expert Review Workshops per Service Term year from the Expert Review Workshops Categories shown below. Each scheduled Expert Review Workshop is up to four (4) hours in length. Cisco will provide SSA a report summarizing Cisco's recommendations provided during the Expert Review Workshop.

- **Configuration Review Workshop**: helps guide SSA's Software feature planning decisions, new Software Feature configuration and best practices for deployment in SSA's environment. Cisco helps the Customer to identify conformance trends of Cisco Products that adhere to Customer-defined policy configuration templates.
  - **Test Review Workshop**: reviews the SSA's ready-for-use test plans for new Software Features and configuration changes in SSA's environment.
  - **Implementation Review Workshop**: provides advice and guidance on SSA's implementation plan for new Software Features and configuration changes.
- **Strategy Review Workshop**: guides the SSA's validation of its architecture concept or architecture blueprint by reviewing input drivers, evaluating business and technical requirements enabled by the architecture strategy aligned with SSA's stated vision and desired outcomes

- **Architecture Review Workshop**: guides SSA's translation of business requirements into an architecture management vision, multi-generation plan and target architecture model which aligns with SSA's business and technology objectives.
- **Design Review Workshop**: guides SSA's current state design to determine whether Cisco best practices are incorporated and aligned with the SSA's objectives. Cisco provides guidance to help SSA's evaluation of proposed design changes, deployment model considerations, capacity and growth fulfillment, and alignment of SSA's technical requirements with anticipated benefits.
- **Resiliency Review Workshop**: helps the SSA to identify improvements for SSA's availability and resiliency objectives by assessing SSA's Architecture design, configuration changes and monitoring features.

Ask the Expert

- Cisco provides Customer access to a catalog of scheduled open enrollment webinar sessions and recorded webinar sessions that helps guide Customer through Cisco's Customer Success Lifecycle. Customer has access and may view the entire Ask the Experts catalog during the Services Term.

  - Sessions provide access to Cisco experts who share insights and recommended practices to onboard, implement, use, adopt and optimize Cisco solutions.

  - *Limitations:*

    - No slides or printed materials are provided.

    - Recording or rebroadcasting of the Ask the Experts sessions is prohibited.

    - Live Ask the Experts sessions are limited to the first thirty (30) registrants.

Accelerators

Cisco provides the Customer access to a catalog of Cisco expert one-to-one technical sessions aligned to Cisco's Customer Success Lifecycle. Customer may request up to six (6) technical sessions per Service Term year. Each session is up to six (6) hours and is delivered within a two-week period. The following is a description of the category of sessions Customer may access via the catalog:

- **Onboarding sessions** help the Customer understand the features and deployment considerations of the Cisco solution within the Customer's environment.

- **Implement sessions** help the Customer understand strategies and deployment best practices of the Cisco solution within Customer's environment.

- **Use sessions** guide the Customer's use of the features deployed within its environment.

- **Adopt sessions** guide the Customer's adoption of the features deployed and plans to add features within its environment.

- **Optimize sessions** provide advice and guidance to help the Customer to optimize the performance of the features deployed within its environment.

Example ATX and Accelerators
Campus Network

6 — Onboard

Ask the Experts
- Cisco DNA Center™ Getting Started
- Cisco DNA Center Project Plan Best Practices
- APIC-EM Infrastructure Transition Best Practices
- Understanding Core Principles of Cisco Software-Defined Access (SD-Access)
- Cisco DNA Center Wireless Assurance
- Cisco SD-WAN Transition Planning Best Practices

Accelerators
- Cisco DNA Center Project Planning
- Cisco DNA Center Use-Cases Review and Demo
- APIC-EM Infrastructure Transition Planning
- SD-Access Infrastructure Readiness
- SD-Access Transition Planning
- SD-Access Use Cases and Demo
- Cisco Identity Services Engine (ISE) Policy Enforcement within an SD-Access Border

7 — Implement

Ask the Experts
- Cisco ISE Implementation Overview for SD-Access
- Cisco ISE SD-Access Segmentation Overview

Accelerators
- Cisco DNA Network Device Onboarding Deployment
- Cisco DNA Campus Software Image Management Deployment
- Cisco DNA Center Device Provisioning Deployment
- Cisco DNA Center Base Automation and Assurance Deployment
- Cisco DNA Center Assurance Sensors and Intelligent Capture Deployment
- Cisco DNA Center Software Strategy
- Cisco DNA Center Implementation Readiness
- Cisco SD-Access Deployment Best Practices
- Cisco ISE Implementation Readiness for SD-Access
- Cisco ISE SD-Access Segmentation Strategy

8 — Use

Ask the Experts
- Cisco DNA Center Feature Overview
- Cisco DNA Assurance Overview
- Cisco DNA Center Troubleshooting
- Cisco DNA Center Post-Deployment Fundamentals

Accelerators
- Cisco DNA Automation Use Case Planning
- Cisco DNA Assurance Use Case Planning
- Cisco DNA Center Operations Planning

9 — Engage

10 — Adopt

Ask the Experts
- Cisco DNA Center Platform Features and Capabilities

Accelerators
- Cisco DNA Center Adoption Planning

11 — Optimize

Accelerators
- Cisco DNA Assurance Usage Review
- Cisco DNA Automation Usage Review

Business Critical Services
Proactive Professional Services

BCS provides proactive expert support to help optimize your network and mitigate risk from your environment

Expert Reviews, Assessments & Workshops

- Configuration
- Automation
- Implementation
- Solution Adoption
- Strategy
- Architecture
- Design
- Resiliency
- Audit

Change Window Support

Consultation before and during planned maintenance windows to ensure successful updates

- Proactive case creation
- Cisco consulting engineering support before and during change window

Specialized Expertise

Architectural expertise to support:

- Planning and Architecture
- Design and Engineering
- Implementation Planning and Execution
- Assessments, Analysis and Testing
- Operations and Enablement
- Alignment requirements
- Achieve targeted business outcomes

Operational Insights

- Software Management Strategy
- Software Analysis and Release Standards
- Configuration Best Practices
- Field Notices
- Hardware Lifecycle Milestones
- Product Security Advisory Customer Impact
- Syslog Analysis
- Risk Mitigation

High Touch Expert Care
Reactive Support Services

High Touch Expert Care improves operations, reduces risks and mean time to resolution for service requests by providing expert care to expedite issue resolution

TAC Support Via CNS U.S. Citizen Support

- 24x7x365 Technical Support
- Software download
- Advanced Parts Replacement
- Case Management
- Syslog Analysis
- Problem Resolution

High-Touch Operations Manager

Assigned Operations Manager for single point-of-contact for coordinating support resources

- Improved Operational Excellence
- Reduces Risk and MTTR of incidents

Priority Case Management

Operational support for high severity cases

- Daily tracking
- Monitors open S1 and S2 cases for progression
- Escalation support
- RMA monitoring and escalation tied to TAC supported S1/S2 cases

Incident Tracking and Reporting

- Service request data analytics
- Analytics to identify potential risks or common problems that lead to service request
- Benchmark your operations against market standards to improve operations

How you purchase today
Transactional, a la carte

Infrastructure

Embedded software only, advanced features cost more

Application Software

Purchase software and SaaS licenses per device or user

Services

Multiple contracts and term dates

How you purchase with WPA
Simplified access to technology

✔ **Infrastructure**

All advanced software features, Increasing hardware discount

✔ **Application Software**

Entire Cisco portfolio

✔ **Services**

Full HW and SW maintenance, Lifecycle management