



Cisco Enterprise Agreement Program Guide



Welcome to the Cisco Enterprise Agreement Program Guide

We've developed this resource to illustrate how the Cisco Enterprise Agreement buying program helps you minimize software licensing complexity, making software flexible and easy to manage.

In this guide, we'll provide an overview of the program and the key benefits it can provide your organization. Next, our Enrollments section will offer a deeper dive into specific enrollment options.

We'll provide information on:

- Cisco DNA Enrollment
- Data Center Enrollment
- Collaboration Flex Enrollment
- Security Choice Enrollment
- Meraki Enrollment Pilot
- AppDynamics Enrollment Pilot

We will also discuss basic terms for the agreement, including program terms, True Forward, Cisco Capital financing, as well as Cisco support offerings and enhancements.

This guide is intended to give you a comprehensive overview of the Cisco Enterprise Agreement buying program. We hope you will find this guide useful. If you have additional questions, please reach out to your Cisco account team.



Overview

Agility is essential for organizations in every industry. Business priorities are constantly changing, and keeping pace in this dynamic environment is not easy—especially with a complex software landscape. Technology teams must manage multiple contracts, leading to unpredictable costs, compliance risks, and constant negotiation with vendors.

Cisco understands that the old ways of managing a complex array of multiple contracts simply won't work. Today's organizations require a better way to easily manage software across the entire lifecycle. They need to be able to respond to nonstop change as needed, to keep their solutions up to date, and realize the full value of their investments.

The Cisco Enterprise Agreement simplifies license management by consolidating the multiple subscriptions, renewal dates, and partners normally required to manage enterprise-wide software licenses down to one subscription with one renewal date, purchased through a single partner.



Overview

Basic Program Elements

Cisco Capital

Benefits

Enrollments

Cisco DNA

Data Center

Collaboration

Security Choice

Meraki

AppDynamics

Cisco CX and Support

Managing your Cisco
Enterprise Agreement

True Forward

Glossary

FAQ

Resources

How to Buy

Overview

Basic Program Elements

Following is an overview of the basic elements of the Cisco Enterprise Agreement.

Enterprise-wide Commitment. The Cisco Enterprise Agreement is designed to cover your entire enterprise. When you purchase through an Enterprise Agreement, you will sign two documents: 1. an End User Information Form (EUIF), which is like an order form; and 2. the EA Program Terms. The EUIF lists your affiliates, your suites, the term and how your licenses are measured. You will also receive a copy of the Enrollment Description or supplemental terms for the enrollment you are purchasing.

Access to New Software Capabilities. When you purchase through an Enterprise Agreement, your organization gains unlimited access to new software capabilities that are added to purchased suites. Some are free and others may have a fee.

Growth Allowance. Eligible enrollments for the 20% growth allowance are the Collaboration enrollments (Collaboration Flex and Collaboration Perpetual) and select suites in the Security Choice enrollment. It does not apply to the Cisco DNA, Data Center, or Meraki enrollments. The growth allowance is limited to 5% during the first six months of your Enterprise Agreement term.

Fixed Pricing. All new Cisco Enterprise Agreements include Fixed Pricing which is a guarantee that you'll receive price predictability for all products purchased under the Enterprise Agreement for the full term of the agreement –regardless of price increases over time.

True Forward. True Forward is Cisco's periodic billing adjustment process to account for any over-consumption of products and services during a Cisco Enterprise Agreement term. Unlike other enterprise license agreements that require a retroactive "true up" every year, the Cisco Enterprise Agreement reconciles your payment through a prospective True Forward; If your consumption grows, your payment is revised at the next billing period and continues through the remainder of the suite term.

Term. The Enterprise Agreement Program Terms are designed to cover all of your Enterprise Agreement Suite purchases. The standard term is three or five years. The legal Program Terms continue for as long as you have an active purchased suite(s).

Cisco Capital

Cisco Capital delivers leading-edge payment solutions in over 100 countries to support our business partnership. Together, we remove complexity and create outcomes to differentiate your business and support your success.

We can help you:

- Drive business outcomes
- Accelerate innovation
- Adapt to market dynamics, faster with flexible payment options tailored to your specific business needs



Contact your local Cisco or Cisco Capital team for a personalized financing solution. Note that offers may vary by country.

Overview

Basic Program Elements

Cisco Capital

Benefits

Enrollments

Cisco DNA

Data Center

Collaboration

Security Choice

Meraki

AppDynamics

Cisco CX and Support

Managing your Cisco Enterprise Agreement

True Forward

Glossary

FAQ

Resources

How to Buy

Overview

Benefits

The Cisco Enterprise Agreement simplifies how you buy, consume, and manage Cisco technology, across the software portfolio, to deliver real benefits to your organization.

Easy to Buy

Take advantage of a simplified, predictable approach to purchasing software.

- Get a fixed price guarantee for any growth within the purchased suite and full visibility into license consumption for more predictable software spending.
- Simplify purchase and licensing across Cisco portfolios or just the enrollment options you need, when you need them—all with common terms and conditions and contract end date.
- Take advantage of unique offers available only through a Cisco Enterprise Agreement, such as growth allowances, multi-suite discounts, and special in-suite offers.

Easy to Consume

Take the headaches out of software acquisition and deployment.

- Enjoy instant access to:
 - licenses you need, when you need them, with on-demand deployment
 - new software capabilities that are added to product suites.
- Avoid retroactive “true up” charges with Cisco’s unique True Forward program that adjusts payment based on license consumption (or growth) at the beginning of the next billing period.

Easy to Manage

Simplify software management to accelerate your digital transformation.

- Gain full visibility into all the licenses procured, deployed, and due for renewal, all in a single, easy-to-use portal.
- Save time managing renewals and software consumption across Cisco’s software portfolio with co-termination of software subscriptions.
- Simplify license management with a holistic view into all of your Cisco Enterprise Agreement licenses as well as other Cisco entitlements through the Cisco Smart Account.

Overview

Basic Program Elements

Cisco Capital

Benefits

Enrollments

Cisco DNA

Data Center

Collaboration

Security Choice

Meraki

AppDynamics

Cisco CX and Support

Managing your Cisco Enterprise Agreement

True Forward

Glossary

FAQ

Resources

How to Buy

Overview

Benefits

Maximize your Enterprise Agreement across architectures

Leveraging a Cisco Enterprise Agreement across multiple architectures is a powerful way to simplify management of complex environments. Following are a few of the benefits:

- Co-termination of your software subscriptions enables you to save time as you manage renewals, even for solutions that span multiple architectures.
- One simple, intuitive workspace gives you visibility and control into all of the licenses you have purchased and deployed—and alerts you when they are up for renewal.
- Unified terms and conditions take the headache out of managing multiple contracts and constant negotiations.

Overview

Basic Program Elements

Cisco Capital

Benefits

Enrollments

Cisco DNA

Data Center

Collaboration

Security Choice

Meraki

AppDynamics

Cisco CX and Support

Managing your Cisco
Enterprise Agreement

True Forward

Glossary

FAQ

Resources

How to Buy



Is the Cisco Enterprise Agreement right for you?

We've put together a checklist to help determine if the Cisco Enterprise Agreement fits your needs. Are you looking for:

- ✓ Centralized, co-terminated software subscription management
- ✓ Predictable budget and pricing
- ✓ Cross-architecture standardization
- ✓ 100 percent organization coverage
- ✓ A strategic, multi-year vendor relationship
- ✓ Superior value for your money

Enrollments

Each Cisco technology portfolio has unique enrollments that provide a simplified, building-block approach to buying and managing software and services. You can enter into a Cisco Enterprise Agreement that meets your business requirements now, and expand later using the same agreement.

Cisco DNA	Data Center	Collaboration	Security Choice	Meraki (Pilot)	AppD (Pilot)
<ul style="list-style-type: none"> Switching Cisco DNA Premier Cisco DNA Advantage Wireless Cisco DNA Premier Cisco DNA Advantage SD-WAN & Routing Cisco DNA Premier Cisco DNA Advantage 	<ul style="list-style-type: none"> Data Center Networking Premier Advantage Day2Ops Hyperflex Premier Advantage Intersight (SaaS/CvApp/PvApp) Premier Advantage MDS Premier Advantage Container Platform Workload Optimization (add-on) AppD (add-on) 	<ul style="list-style-type: none"> Cisco Collaboration Flex Plan Messaging Meetings Calling Customer Collaboration Multiparty/CMS 	<ul style="list-style-type: none"> NGFW Cisco AMP for Endpoints Cisco Email Security Cisco Umbrella Cisco Cloudlock Stealthwatch Cisco ISE Cisco WSA Tetration or Taas Cisco Duo 	<ul style="list-style-type: none"> Network Infrastructure MR MS MX MI MG Systems Manager Camera Systems 	<ul style="list-style-type: none"> Business iQ App iQ Hyperscale Platform Cross-Stack Visibility

Our enrollments are designed to give you maximum flexibility and agility as your business and needs evolve. You can set up multiple technology enrollments on one agreement, with one term and one workspace to access, consume and manage your licenses. Cisco Enterprise Agreement enrollments include:

Cisco DNA. The Cisco DNA enrollment offers automation, assurance and embedded security across the switching, wireless, and SD-WAN and routing portfolio.

Data Center. Cisco’s Data Center enrollment is made up of five core software suites: Cisco Data Center Networking, Hyperflex, Intersight, MDS and Container Platform. Two optional add-ons are available: Workload Optimization and AppDynamics.

Collaboration. Cisco’s Collaboration enrollment includes the Cisco Collaboration Flex Plan. One user-based subscription lets you buy Cisco’s entire meeting and calling experience with the Cisco Enterprise Agreement.

Security Choice. The Cisco Security Choice enrollment offers tailored access to security product suites. It makes staying on top of security software and licenses easy, lets budgets go further, offers predictable billing over time, and lets you respond to security needs faster.

Pilot enrollments are available for the Meraki and AppDynamics offerings in combination with the above enrollments or as standalone agreements.

Meraki Pilot. The Cisco Meraki Enrollment Pilot provides access to Meraki licensing, allowing you to provision licenses directly in the dashboard and eliminating the need to claim license keys.

AppDynamics Pilot. The AppDynamics Enrollment Pilot lets you manage your entire Cisco technology stack, from infrastructure to the application, in a single, unified licensing experience. Note that the AppDynamics Enrollment Pilot has terms and conditions that differ from other Cisco Enterprise Agreement enrollments.

Overview

Basic Program Elements

Cisco Capital

Benefits

Enrollments

Cisco DNA

Data Center

Collaboration

Security Choice

Meraki

AppDynamics

Cisco CX and Support

Managing your Cisco Enterprise Agreement

True Forward

Glossary

FAQ

Resources

How to Buy

Enrollments

Cisco DNA

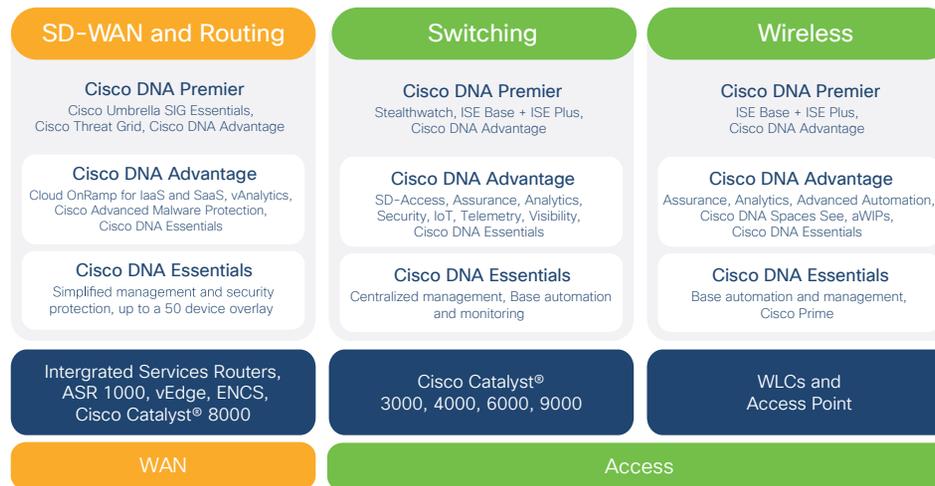
The Cisco DNA enrollment offers automation, assurance and embedded security across the switching, wireless, and SD-WAN and routing portfolio. Cisco DNA Center simplifies provisioning, configuring and segmentation of a customer's network. With the Cisco DNA enrollment, Cisco is further simplifying subscription software and delivering compelling solutions through the Enterprise Agreement. With enterprise-wide coverage for compatible devices, Cisco Enterprise Agreement is the fastest and simplest way for you to start your Cisco DNA journey.

Software suites in the Cisco DNA enrollment

- Cisco DNA for Switching (Advantage and Premier)
- Cisco DNA for SD-WAN and Routing (Advantage and Premier)
- Cisco DNA for Wireless (Advantage and Premier)

Cisco DNA Enrollment through Managed Services Providers

With the Cisco DNA Enrollment through Managed Service Providers (MSP), the customer (who is the licensee) has the option of having a Managed Service Provider act as an authorized agent to purchase a Cisco DNA Enrollment on their behalf and provide Cisco Enterprise Agreement benefits within the MSP's outsourced/managed service agreement.



Available discounts

Multi-suite discounts are available with the Cisco DNA enrollment*. The more suites you purchase, the greater the discount.

- 2 suites = 5 percent discount
- 3 or more suites = 10 percent discount

**Purchase of Cisco Data Center Networking Advantage and Data Center Networking Premier apply as a Cisco DNA suite for the purposes of calculating multi-suite discount.*

For information on special, limited time promotions for the Cisco DNA enrollment go [here](#) or contact your Cisco account team.

Minimum requirements

Minimum Total Contract Value (TCV): \$100,000 USD

Overview

Basic Program Elements

Cisco Capital

Benefits

Enrollments

Cisco DNA

Data Center

Collaboration

Security Choice

Meraki

AppDynamics

Cisco CX and Support

Managing your Cisco Enterprise Agreement

True Forward

Glossary

FAQ

Resources

How to Buy

Enrollments

Data Center

The data center is no longer a place or a fixed location. Instead it is defined as wherever data is created, processed, or used. So, it's only natural that a new enterprise IT architecture is needed—one that supports connectivity, security, and management. Cisco offers a new data center for applications, powered by intent-based networking and delivered across your multi-cloud.

Cisco's Data Center enrollment enables you to deploy, run, and manage your data center needs everywhere. Expand your data center across multi-cloud and edge with innovation only Cisco can deliver. New Cisco Data Center Networking Anywhere and Cisco HyperFlex Anywhere capabilities let your data center follow the data.

Software suites in the Data Center enrollment

- Cisco Data Center Networking (Advantage/Premier/Day2Ops)
- Cisco Intersight™ (Advantage/Premier) – SaaS/Connected Virtual Appliance/Private Virtual Appliance
- Cisco HyperFlex (Advantage/Premier)
- MDS (Advantage/Premier)
- Container Platform
- Workload Optimization (optional add-on)
- AppDynamics Enrollment Pilot (optional add-on)

Overview

Basic Program Elements

Cisco Capital

Benefits

Enrollments

Cisco DNA

Data Center

Collaboration

Security Choice

Meraki

AppDynamics

Cisco CX and Support

Managing your Cisco
Enterprise Agreement

True Forward

Glossary

FAQ

Resources

How to Buy

Enrollments

Data Center

	Data Center Networking	Hyperflex	Intersight (SaaS/CvApp/PvApp)	MDS	Container Platform	Workload Automation (Add-on)
Premier	Includes ACI/NX-OS Advantage Nexus Insights (Analytics and Assurance)	Includes HX Advantage (Equivalent to transactional HX Enterprise) Advanced Data Protection Application Acceleration	Includes Intersight Advantage, UCS Director	Includes MDS Advantage, SAN Insights		
Advantage	NX-OS VPN Fabric LAN Enterprise DCNM-LAN Streaming Telemetry Network Services* ACI* ACI Multi-site ACI Multi-POD Physical Remote Leaf Streaming Telemetry ACI Base PTP <small>* not available on N3K</small>	(Equivalent to transactional HX Standard) Scale, Performance, HA, Resiliency Data Services and Security Data Protection Kubernetes Data Services HX EDGE	OS Install Advisories Automation: HX/SDWAN Branch Advanced global search and inventory Server HCL compliance check ServiceNow Integration UCS C-Series management UCS Central and IMC Supervisor	DCNM SAN, Enterprise Package		
Other	Day 2 Operations Nexus Insights (Analytics and Assurance)				K8s Lifecycle Management Hybrid Cloud Optimized Container Networking Industry Integrated (Istio, Open Service Broker) HX & UCS Integrated	Workload Optimization Automated Scalling Automated Placement Automated Compute-Fabric Actions Cloud-native Support SLA Adherence

AppDynamics is available as an optional add-on with the Data Center Enrollment. Restrictions apply.*

Minimum requirements

Minimum Total Contract Value (TCV): \$100,000 USD

Minimum suites: 1 (Add-ons are not considered a suite and cannot be purchased stand alone within the Data Center enrollment)

Coverage:

- Enterprise-wide for Data Center Networking, Hyperflex and MDS
- App-specific minimum TCV commitment for other suites

* AppDynamics is covered by its own specific agreement, but still counts towards the multi-suite discount when included with DC Networking or HX.

Available discounts

Multi-suite discounts are available with the Data Center enrollment. The more suites you purchase, the greater the discount.

- 2 suites = 5 percent discount
- 3 suites = 10 percent discount
- 4 suites = 15 percent discount
- 5 suites = 18 percent discount
- 6 or more suites = 20 percent discount

Note that multi-suite discounts are also available for the AppDynamics Enrollment Pilot and Cisco DNA Enrollment.

Overview

Basic Program Elements

Cisco Capital

Benefits

Enrollments

Cisco DNA

Data Center

Collaboration

Security Choice

Meraki

AppDynamics

Cisco CX and Support

Managing your Cisco
Enterprise Agreement

True Forward

Glossary

FAQ

Resources

How to Buy

Enrollments

Collaboration

The Collaboration Enrollment for the Cisco Enterprise Agreement includes the Cisco Collaboration Flex Plan which entitles workers to use Cisco's industry-leading collaboration tools with one simple subscription-based offer. It helps with transitions to the cloud and investment protection by including cloud, premises, hosted and hybrid deployments, with the flexibility to use them all. Choose to equip employees with meetings, calling, or both, and add more at any time. At the same time, seamlessly drive enhanced team collaboration with Cisco Webex Teams, which is included at no additional charge. One agreement covers software, entitlements, and technical support for cloud-based and on-premises services. Gain maximum value by enabling services for everyone in your organization for meetings or calling or both.

Note: The Collaboration Flex Enrollment does not use the EA Workspace.

Software suites in the Collaboration Flex enrollment

- Cisco Collaboration Flex Plan Meetings
- Cisco Collaboration Flex Plan Calling
- Cisco Collaboration Flex Plan for Education Calling
- Cisco Collaboration Flex Plan for Public Sector



1. Available in 12, 24, 36, 48, and 60 month subscriptions
2. Refer to exceptions for geo-availability
3. One per knowledge worker per suite

Minimum requirements

250 Knowledge workers

The Collaboration Flex enrollment includes a 20% growth allowance.

Perpetual Collaboration Offers

For organizations that require a perpetual model, the following Collaboration product suites are available with an Enterprise Agreement:

- **Multiparty** offers including Cisco TelePresence Management Suite and Meeting Server
- **Customer Collaboration** including Enterprise Contact Center platform and applications for inbound and outbound call handling, IP-based self-service and call routing platform, voice, email and web media
- **Cisco Unified Communications Manager** including Session Manager, Cisco Unity Connection Unified/Voice Messaging, Attendant Console, Presence and Instant Messaging (IM)

Overview

Basic Program Elements

Cisco Capital

Benefits

Enrollments

Cisco DNA

Data Center

Collaboration

Security Choice

Meraki

AppDynamics

Cisco CX and Support

Managing your Cisco Enterprise Agreement

True Forward

Glossary

FAQ

Resources

How to Buy

Enrollments

Security Choice

Security Choice makes staying on top of security software and licenses easy, lets budgets go further, offers predictable billing over time and lets your organization move faster in responding to security needs.

Software suites in the Security Choice enrollment

- Cisco Firepower® Next-Generation Firewall
- Cisco Advanced Malware Protection (AMP) for Endpoints
- Cisco Email Security
- Cisco Umbrella™
- Cisco Cloudlock®
- Cisco Stealthwatch®
- Cisco Identity Services Engine (ISE)
- Cisco Web Security
- Cisco Tetration™
- Cisco Duo

NGFW	AMP for Endpoints	Email Security	Umbrella	Cloudlock	Stealthwatch	ISE	WSA	Tetration or TAAS	Duo
Firepower (PC, AMP, URL) on NGFW	AMP for Endpoints Essentials AMP for Endpoints Advantage	ESA + AMP + Graymail + CMA CES + AMP + Graymail	Education DNC Advantage CG Essentials	Cloudlock with core apps	Flow Rate Private Network Monitor	ISE Apex + ISE Plus	WSA Premium + AMP + CMA	Tetration On-prem / TAAS Base + Enforcement	Duo MFA Duo Access Duo Beyond Duo Federal MFA Duo Federal Access

Minimum requirements

Minimum Total Contract Value (TCV): \$100,000 USD (net product only), with a minimum of 100 security content users.

Minimum suites: 2 products or 1 qualifying product with another EA enrollment

The Security Choice enrollment includes a 20% growth allowance for qualified suites.

Available discounts

The Security Choice enrollment discounts vary depending on how many security suites are in your enterprise agreement.

- 2 suites = 5 percent discount
- 3 suites = 10 percent discount
- 4 suites = 15 percent discount
- 5 suites = 18 percent discount
- 6 or more suites = 20 percent discount

For organizations looking for comprehensive coverage and access across all security products, the All-In Security Enterprise Agreement 1.0, gives you access to our full portfolio of security products for a single price. This includes unlimited consumption with a 20% inorganic growth cap. Contact your Cisco account team for more information.

Overview

Basic Program Elements

Cisco Capital

Benefits

Enrollments

Cisco DNA

Data Center

Collaboration

Security Choice

Meraki

AppDynamics

Cisco CX and Support

Managing your Cisco Enterprise Agreement

True Forward

Glossary

FAQ

Resources

How to Buy

Enrollments

Meraki

Cisco Meraki creates the simplest, most powerful solutions helping global enterprises save time and money. Meraki technology, managed from an intuitive, feature-rich interface, enables organizations to rapidly roll out digital initiatives and deliver real business value. Backed by a wealth of networking data and insights, Meraki helps you get things done, so you can do more.

The Meraki Enrollment Pilot doubles down on simplicity, providing access and ease of management across Meraki's portfolio through Cisco's market leading buying program. It offers wireless, switching, security, SD-WAN, intelligent network insights, endpoint management, and security cameras.

The Meraki Enrollment Pilot product components include:

Network Infrastructure Suite

MR - Cloud Managed Wireless

MX - Cloud Managed Security & SD-WAN

MS - Cloud Managed Switches

MI - Cloud Based Network Performance Management

MG - Mobile Gateway

System Manager Suite

SM - Cloud Enterprise Mobility Management

Camera Systems Suite

MV - Cloud Managed Camera Systems

Minimum requirements

Minimum Total Contract Value (TCV): \$250,000 USD

New licenses minimum: \$125,000 USD

Per suite minimum: \$100,000 USD

Enterprise-wide coverage: At least one product family must cover branch locations across the enterprise

The Meraki pilot enrollment is managed using the Meraki dashboard.

Overview

Basic Program Elements

Cisco Capital

Benefits

Enrollments

Cisco DNA

Data Center

Collaboration

Security Choice

Meraki

AppDynamics

Cisco CX and Support

Managing your Cisco
Enterprise Agreement

True Forward

Glossary

FAQ

Resources

How to Buy

Enrollments

AppDynamics

AppDynamics helps businesses deliver consistently flawless digital experiences by connecting end-user experience and application performance to business outcomes.

Together with Cisco, AppDynamics provides our vision for AIOps: the Central Nervous System for IT. The Central Nervous System is a platform that delivers deep, cross-domain visibility and insights with the ability to automate actions, reduce the amount of time-consuming IT tasks, and enable teams to drive innovation.

AppDynamics monitors, correlates, analyzes, and acts on application and business performance data in real time. This automated, cross-stack intelligence enables developers, IT ops, and business owners to make the mission critical and strategic improvements that win customers at every moment.

AppDynamics Product gives you:

Visibility. Understanding the health of your digital business and IT ecosystem requires total visibility into complex IT environments that cross multiple domains including infrastructure, network, applications and security.

Insights. The right insights from your IT environment can fuel intelligent decision-making to drive rapid resolution and predict future performance.

Action. Take action on the insights you derive and leverage intelligence to help remediate problems, prevent issues and optimize your operating environment.

How does the AppDynamics enrollment pilot work?

The Cisco AppDynamics pilot adds AppD software licensing as a new enrollment pilot to the Cisco Enterprise Agreement. If you are a new customer, you can purchase a 3-or 5-year term. Purchase requires an AppDynamics order form.

Minimum requirements:

Minimum Total Contract Value (TCV): \$50,000 USD

Capabilities unique to this offer:

License swap rights

Three month True Forward

Overview

Basic Program Elements

Cisco Capital

Benefits

Enrollments

Cisco DNA

Data Center

Collaboration

Security Choice

Meraki

AppDynamics

Cisco CX and Support

Managing your Cisco
Enterprise Agreement

True Forward

Glossary

FAQ

Resources

How to Buy

Cisco CX and Support

The Cisco Enterprise Agreement enrollments include software and software support. You not only get enterprise-wide access to software with the Cisco Enterprise Agreement; you also get blanket software support. Enhanced and premium software support tiers are offered as an option for the Collaboration and Security enrollments.

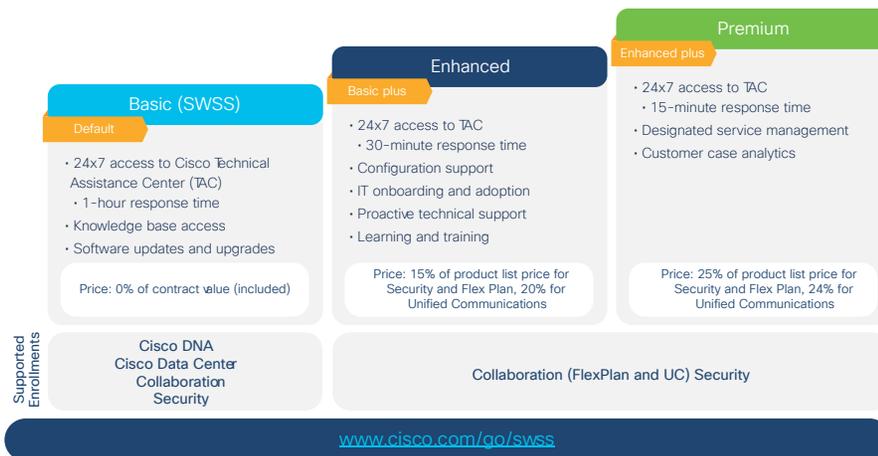
Basic Support Services include access to:

- Support and troubleshooting by telephone or web case submission 24 hours per day, 7 days per week
- Technical and general information on Cisco.com. Cisco will respond to requests: within one hour for Severity 1 and 2 cases; on the next business day for Severity 3 and 4 cases; and in accordance with the Cisco Severity and Escalation Guideline (available on Cisco.com).

For software, basic Support Services also include:

- Work-around solutions or patches to reported Software problems
- Major, minor, and maintenance releases

You will be required to update to the latest Software or Cloud Service release to correct a reported problem and facilitate Cisco's ability to provide Support Services using commercially reasonable efforts.



Cisco Solution Support offers:

- 24x7 access to TAC, 30-minute service level objective
- Primary point of contact
- Solution-focused expertise
- Coordination between Cisco and Solution Support Partner product support teams
- Accountability for case management and resolution
- Purchase includes underlying Smart Net Total Care and/or Software Support where applicable

Available only for Collaboration Flex and Data Center Enrollments.

Delivered by the Cisco Customer Experience (CX) team, Cisco Solution Support provides centralized support across your multivendor, multiproduct Cisco solution environment.

Overview

Basic Program Elements

Cisco Capital

Benefits

Enrollments

Cisco DNA

Data Center

Collaboration

Security Choice

Meraki

AppDynamics

Cisco CX and Support

Managing your Cisco Enterprise Agreement

True Forward

Glossary

FAQ

Resources

How to Buy

Managing your Cisco Enterprise Agreement

The Cisco Enterprise Agreement was designed to make it easy for you to manage your software licenses. The Cisco Enterprise Agreement Workspace helps simplify how you manage and provision your enterprise software licenses.

The Enterprise Agreement Workspace

The Enterprise Agreement (EA) Workspace is an enterprise-wide software management and provisioning tool. It serves as a common platform for the Cisco Enterprise Agreement. With the EA Workspace, CIOs and IT Managers can manage their IT infrastructure, software licensing, and flexible consumption reporting real time. This enables them to keep mission critical systems running, manage their overall consumption, and forecast for future IT purchases in a timely manner.

The Enterprise Agreement Workspace enables you to:

- Manage and provision licenses
- Generate software licenses on-demand as needed by the business
- Migrate licenses from legacy devices to new devices
- Track license consumption against purchased Enterprise Agreement entitlements

Please note that the Collaboration Flex Enrollment as well as the Meraki and AppDynamics Pilot Enrollments do not leverage the EA Workspace. For Cisco Collaboration Suites, partners track consumption with their Subscription User Interface (UI) in CCW. Please reach out to your partner with any questions.

Access the EA Workspace with your Smart Account

In order to access the EA Workspace you must first create a Smart Account. The Smart Account is a customer- or partner-managed centralized account that provides full visibility into and access control of Cisco smart software licenses.

To access the EA Workspace, go to Cisco Software Central at software.cisco.com and login with your Cisco ID and Password.

Once in Cisco Software Central, you will see your Smart Account associated with your EA in the top-right corner of the page. To access the Workspace, click on “Enterprise Agreement” in the License section.

You will be directed to the Enterprise Agreement landing page. Here you can see a list view of your Enterprise Agreement Enrollments, grouped by the corresponding Virtual Account.

If you would like your partner to have access to your EA Workspace through your Smart Account, you will need to grant them access. Please have the partner [request access](#) and an approval will be sent to your Smart Account Administrator.

Overview

Basic Program Elements

Cisco Capital

Benefits

Enrollments

Cisco DNA

Data Center

Collaboration

Security Choice

Meraki

AppDynamics

Cisco CX and Support

Managing your Cisco Enterprise Agreement

True Forward

Glossary

FAQ

Resources

How to Buy

True Forward

What is True Forward?

True Forward is Cisco's periodic billing adjustment process to account for any overconsumption of products and services, including a growth allowance (where applicable), during a Cisco Enterprise Agreement term. Unlike other enterprise license agreements that require a "true up" every year, with a Cisco Enterprise Agreement, if your consumption grows, you are not retroactively charged for overconsumption during the year. Instead, your payment for growth (after an allowance, if applicable) is revised at the beginning of the next billing period and continues through the remainder of the Suite term.

Cisco is the only provider who offers True Forward. This enables you to consume licenses you didn't originally purchase and be charged for their excess consumption and support from the anniversary date until the end of the Cisco Enterprise Agreement term. All other providers use a true-up methodology, where you are charged beginning the moment of overconsumption, that is, retroactive billing.

When True Forward is triggered

True Forward events are initiated on every Enterprise Agreement anniversary date if overconsumption is identified. You are charged for excess consumption and support for the duration of the Cisco Enterprise Agreement term.

Because True Forward events are evaluated on an annual basis and flagged as such if overconsumption is identified, nothing else can trigger them.¹

Note: If you consume a license not included in your initial Enterprise Agreement purchase, you will be charged immediately for the new product. Pricing for the new product is determined by the list price at the time it is ordered, with the Suite discount applied.

Viewing real-time consumption reports

A consumption report is a snapshot in time used to track license consumption by a Cisco Enterprise Agreement customer during their Enterprise Agreement term. To view real-time consumption reports, visit software.cisco.com and go to Enterprise Agreements under the One Consumption View. Consumption details will display at the product and suite level, by enrollment. Here you will see the consumption for this enrollment, including Entitlements, Consumption and Remaining Entitlements. At the top of the page, you can also see your Subscription ID, Status, Subscription start and end dates, and your next Milestone.

¹ Repricing occurs if 105% consumption is reached, or by customer request.

Overview

Basic Program Elements

Cisco Capital

Benefits

Enrollments

Cisco DNA

Data Center

Collaboration

Security Choice

Meraki

AppDynamics

Cisco CX and Support

Managing your Cisco
Enterprise Agreement

True Forward

Glossary

FAQ

Resources

How to Buy

True Forward

True Forward calculation and pricing

True Forward fees are calculated using two different calculation models, Pure Consumption and Value Shift, which are determined by architecture and suite.

- The Pure Consumption calculation method requires you to pay for the total overconsumption of licenses. Pure Consumption applies to some suites within the Security Choice enrollment and all suites within the Collaboration enrollment.
- The Value Shift calculation method allows for a portion of the True Forward payment obligation to be offset by the residual value remaining in Software or Cloud Services in the same Suite. Value Shift applies to Cisco ONE, Cisco DNA, Cisco Data Center and some suites within the Security Choice enrollment.

True Forward is calculated the same for subscription and perpetual licenses, utilizing the Pure Consumption or Value Shift calculation methods. For perpetual licenses, there is a true-up at the end of the final term year for any overconsumption in that year.



*Customers can request True Forward licenses via the AppDynamics Licenses Team. The customer will be invoiced at the 3 month milestone date; licenses will be pro-rated and co-terminated to the end of their EA term. Pro-rated refers to the invoice reflecting the price for the remaining months left on the customer's EA term.

**The AppD Enrollment enables customers to swap licenses between select AppDynamics products.

Pure Consumption Method

- You cannot transfer unused license value from original license purchase.
- You pay for total overage of licenses or users.

Value Shift Method

- You have the advantage of unused license value from the original EA license purchase to apply to other licenses within the same software suite.
- Value cannot be shifted across suites or enrollments or within a limited product group/product family.

Overview

Basic Program Elements

Cisco Capital

Benefits

Enrollments

Cisco DNA

Data Center

Collaboration

Security Choice

Meraki

AppDynamics

Cisco CX and Support

Managing your Cisco Enterprise Agreement

True Forward

Glossary

FAQ

Resources

How to Buy

Glossary

Terms and Definitions

Affiliate: With respect to a party, any entity that directly or indirectly Controls, or is Controlled by, or is under common Control with such party. “Control” means to: (a) own more than 50% of the relevant party; or (b) be able to direct the affairs of the relevant party through any lawful means (e.g., a contract that allows control).

Approved Source: Cisco or a Cisco authorized reseller, distributor, or systems integrator.

Cisco: Cisco Systems, Inc. or its applicable Affiliate delivering the Enterprise Agreement Program Terms.

Cloud Service: Cisco hosted software-as-a-service listed in the applicable Enrollment Description.

Consume: To download, install, activate, provision, enable, or otherwise access Software or Cloud Services.

Enterprise Agreement Workspace: The portal from where you consume Software and Cloud Services and view and manage your Entitlement.

Embedded Software: Software that is delivered on newly purchased Cisco hardware.

End User: The final purchasing entity as identified on the EUIF.

Enterprise-wide Commitment: Your purchase commitment in the Purchased Suite for You and all Participating Affiliates, as reflected on the EUIF.

Entitlement: At any point in time during the Suite Term, the type and quantity of Software and Services as determined by the Meter counts for which You have already paid the applicable fees to the Approved Source.

Enrollment: A combination of Suites belonging to the same Cisco product family. Cisco DNA, Cisco Data Center, Cisco Security Choice, Cisco Meraki, Cisco AppDynamics and Cisco Collaboration Flex Plan each represent an Enrollment.

Enrollment Description: The supplemental program terms and description governing an Enrollment.

EUIF: End User Information Form for the Purchased Suite.

EULA: Cisco End User License Agreement, available at [cisco.com/go/eula](https://www.cisco.com/go/eula).

Growth Allowance: The right to exceed the Initial Entitlement without incurring additional fees as set forth in the applicable Enrollment Description.

Overview

Basic Program Elements

Cisco Capital

Benefits

Enrollments

Cisco DNA

Data Center

Collaboration

Security Choice

Meraki

AppDynamics

Cisco CX and Support

Managing your Cisco
Enterprise Agreement

True Forward

Glossary

FAQ

Resources

How to Buy

Glossary

Terms and Definitions

Importation Fee: An import duty or tax on the purchase of Cisco hardware.

Initial Entitlement: Your Entitlement at the start of the Suite Term as determined by the Meter counts for You and all Participating Affiliates provided on the EUIF.

Initial Growth Cap: 105% of the Initial Entitlement.

Licensing Documents: The EULA and SEULAs for the Software and UCA and ODs for the Cloud Services in the Purchased Suites (or similar terms existing between You and Cisco). The applicable Licensing Documents are listed in the Enrollment Description for each Purchased Suite.

Meter: The unit of measurement for Software or Cloud Services Consumption.

OD: The Offer Description and supplemental licensing terms governing Cloud Services.

Participating Affiliates: Your Affiliates whose Meter counts are included on the EUIF.

Services: Cloud Services and Support Services.

SEULA: The supplemental licensing terms governing Software.

Software: The Cisco software listed in the applicable Enrollment Description.

Suite: A combination of Software and Services in an Enrollment.

Suite Start Date: With respect to each Purchased Suite, the earliest date any Software or Cloud Service in the Purchased Suite is made available for You to Consume.

Suite Term: With respect to each Purchased Suite, the duration of the Purchased Suite.

Support Services: Maintenance, technical assistance, or other support provided for the Software and Cloud Services in a Purchased Suite.

Term: The duration of the Enterprise Agreement Program Terms.

True Forward: An annual adjustment to account for exceeding the previous year's Entitlement.

UCA: Cisco's Universal Cloud Agreement, available at cisco.com/go/uca.

Overview

Basic Program Elements

Cisco Capital

Benefits

Enrollments

Cisco DNA

Data Center

Collaboration

Security Choice

Meraki

AppDynamics

Cisco CX and Support

Managing your Cisco
Enterprise Agreement

True Forward

Glossary

FAQ

Resources

How to Buy

FAQ

What is the geographic availability for Cisco Enterprise Agreement?

Cisco Enterprise Agreement is globally available. Contact your Cisco account team for more information.

Can Cisco Enterprise Agreement cover just a portion of the customer's company?

We cannot split an Enterprise Agreement by divisions, only by legal entities.

Cisco Enterprise Agreements require a 100% commitment from the legal entities selected in the scope of participating affiliates. If employees and/or devices reside in a separate legal entity, we can exclude that entity from the participating affiliate list, and they will not be able to use the software and services provided under the Enterprise Agreement.

How is Cisco Enterprise Agreement different from offerings by competitive vendors?

Unique features of the Cisco Enterprise Agreement are its 20% user-based growth allowance (applicable for the Collaboration and Security Choice enrollment), True Forward, and cross-architecture coverage.

Can I reduce the quantity of products and services after entering the Cisco Enterprise Agreement?

No, you cannot reduce the quantity of products and services covered by the Enterprise Agreement after entering the Cisco Enterprise Agreement.

How does the customer order hardware during the Cisco Enterprise Agreement term? Won't they be charged again for the Cisco software?

Associating your Smart Account with the order in Cisco Commerce Workspace (CCW) will cause it to recognize that the hardware order is covered by an Enterprise Agreement and will automatically discount the software cost by 100%. The software is built to order and will be preinstalled on the hardware before shipment.

What legal terms are required to purchase an Enterprise Agreement?

In order to purchase a Cisco Enterprise Agreement, you must accept the Enterprise Agreement Program Terms. The Enterprise Agreement Program Terms consist of the terms and conditions for the Enterprise Agreement Program, the End User Information Form (EUIF), and the applicable Enrollment Description for the purchased suite.

Overview

Basic Program Elements

Cisco Capital

Benefits

Enrollments

Cisco DNA

Data Center

Collaboration

Security Choice

Meraki

AppDynamics

Cisco CX and Support

Managing your Cisco Enterprise Agreement

True Forward

Glossary

FAQ

Resources

How to Buy

FAQ

Is it possible to purchase an Enterprise Agreement without signing the Enterprise Agreement Program Terms?

No. All customers are required to sign the Enterprise Agreement Program Terms. If you are purchasing through a managed service provider (MSP) to whom you have delegated authority to legally bind the customer, then the MSP may be able to sign the Enterprise Agreement Program Terms on the customer's behalf.² Contact your Cisco account team for more detail.

How do I sign the Enterprise Agreement Program Terms?

Before you can receive the Enterprise Agreement Program Terms, you must work with your channel partner and Cisco account team to establish the scope of the Enterprise Agreement, including the enrollment you want to purchase and the number of knowledge workers, security content users, or devices in your organization. You will then receive a draft copy of the Enterprise Agreement Program Terms for review and be able to modify the scope. When you agree to the scope and are ready to place an order, your account team will send you an email with the Enterprise Agreement Program Terms through an e-signature tool. If you would prefer to sign a hard copy (as opposed to e-signature), you may do so by contacting your account team.

What if my legal or procurement department wants to make changes to the Enterprise Agreement Program Terms?

The Enterprise Agreement Program Terms outline Cisco's business rules governing the Enterprise Agreement program and therefore are not suitable for negotiation. If you have questions about how the Enterprise Agreement program works that are not answered in this program guide, contact your account team.

² This is only automatic for DNA. All other suites required a LOA.

Overview

Basic Program Elements

Cisco Capital

Benefits

Enrollments

Cisco DNA

Data Center

Collaboration

Security Choice

Meraki

AppDynamics

Cisco CX and Support

Managing your Cisco
Enterprise Agreement

True Forward

Glossary

FAQ

Resources

How to Buy

Resources

Cisco Software Central homepage | <https://software.cisco.com/>

Cisco Enterprise Agreement Overview | www.cisco.com/go/ea

[Cisco Enterprise Agreement Learning Center](#)

[Cisco DNA Enrollment](#)

[Data Center Enrollment](#)

[Collaboration Flex Plan](#)

[Security Choice AAG](#)

[Security Choice FAQ](#)

[Cisco AppDynamics](#)

[True Forward FAQ](#)

[Smart Accounts](#)

[Cisco Capital](#)

Search for eligible partners by Cisco Enterprise Agreement suites with the [Partner Locator Tool](#).

Choose View Advanced Search > Authorizations, then select the EA Enrollment you are interested in.

How to Buy

For more information or to purchase a Cisco Enterprise Agreement, contact your Cisco sales representative or visit <https://www.cisco.com/c/en/us/buy.html>.

Overview

Basic Program Elements

Cisco Capital

Benefits

Enrollments

Cisco DNA

Data Center

Collaboration

Security Choice

Meraki

AppDynamics

Cisco CX and Support

Managing your Cisco Enterprise Agreement

True Forward

Glossary

FAQ

Resources

How to Buy

