

Cisco ISV1 Services for VMware vCenter and vSphere



Simplify support for your Cisco[®] Virtualized Data Center by using Cisco Unified Computing System hardware with Cisco sourced and supported VMware Software

Product and ISV1 Services Ordering and Subscription Registration

Cisco sells VMware software suites vCenter and vSphere as original equipment manufacturer (OEM) products with the Cisco Unified Computing System[™] (UCS) under an OEM agreement to help customers build a complete virtualized data center. This arrangement simplifies the customer buying experience and allows customers to purchase their VMware virtualized data center directly from Cisco. It also allows customers to contact Cisco for support for both the Cisco hardware and VMware vSphere and vCenter virtualization products.

Customers who already have a direct relationship with VMware have the option to purchase VMware products for use on Cisco UCS directly from VMware and receive VMware direct support for those products. These customers may use their Cisco UCS support contract to open cases with Cisco for issues related to Cisco UCS interoperability with VMware software, but would receive their VMware product support directly from VMware and not through Cisco. Customers who purchase VMware products and services from sources other than Cisco are not entitled to Cisco direct support for those VMware products.

Whether purchased from VMware, a VMware reseller, or an OEM supplier, VMware products are required to be sold with a minimum one-year software subscription and support. If purchased through Cisco, these VMware OEM software products come with Cisco support starting at the time of purchase. Customers and channel partners who are unable to attach ISV1 support in the same sales order as the VMware products will not be allowed to purchase the products through Cisco.

For Cisco to deliver a VMware software subscription with the VMware Product Activation Key (PAK), Cisco product SKUs for VMware software include a subscription duration suffix that indicates the service duration that will be attached to the product. These suffixes are -1A, -2A, -3A, -4A, or -5A, (note, -4A and -5A are only available on an exception basis). The number in the suffix indicates the subscription duration (number of years) that the customer is

choosing. The resulting order includes a VMware software subscription duration that is not reflected in the product price. The price of each of the products (within a single edition set) will be the same regardless of the subscription duration suffix chosen in the product order.

The subscription indicated in the product order is purchased through the matching duration of support attached to the VMware product in the order. If the product has a -1A, -2A, -3A, -4A, or -5A suffix, (or -1A=, -2A=, -3A=, -4A=, or -5A=), the support duration must match the product suffix indicator. A *Product-1A* order indicates the customer is going to order one year of Cisco ISV1 Support, and the customer must configure one year of support; a *Product-2A* order indicates the customer is going to order two years of Cisco ISV1 Support, and so on. Regardless of what suffix is indicated in the product and service SKU, the service is priced and configured in one-year duration increments.

Upon purchase, Cisco customers will receive a document that contains VMware software license and subscription activation information. Cisco customers use a standard VMware activation process, but enter www.vmware.com through a different License Registration portal. Customers must be sure to read and follow the process outlined in the document shipped with the PAKs to ensure successful VMware activation and subscription registration.

VMware Resale without ISV1 Support

As Cisco moves forward with its VMware Resale program, some VMware products may be resold with VMware direct Support and Subscription (SnS) entitlement. These products are designated with a -#S (-1S, -2S, -3S, -4S, -5S) suffix to denote that they include the duration indicated (in this case 1, 2, 3, 4, or 5 years, respectively) of VMware direct SnS support. The first product planned for this resale option is VMware View, but other products may follow. For these products, the price of the product SKU reflects both the product license and the duration of VMware SnS support included in the sale. For these fully resold products, there is no Cisco technical service mapped to the product, and Cisco does not directly support the products. While these products may be purchased from Cisco, future support renewal may be transacted directly with VMware.

Some customers may also purchase VMware Enterprise License Agreements (ELAs) through Cisco. VMware product ELAs purchased through Cisco include VMware direct support and do not provide the customer Cisco VMware product support.

As Cisco integrates VMware virtualization and software in other Cisco products, there may be cases where VMware software is supported through Cisco services other than ISV1. An example of this is VMware vSphere Foundation used in Cisco Unified Communications products. In cases where VMware software is supported through services other than ISV1, the service and software subscription should work as normal for those products.

ISV1 Service Renewal

When customers purchase VMware products from Cisco, there may be a delay in their registration of the software subscription with VMware. This delay may make the start and end dates of their VMware software subscription different from the start and end dates of their Cisco ISV1 support.

Customers who purchase VMware products with Cisco ISV1 support must renew support directly with Cisco by the date indicated in the Cisco ISV1 support contract. Customers should not base their support renewal dates on their VMware software subscription dates. When the customer renews their Cisco ISV1 support, Cisco will renew the VMware software subscription that is included with the ISV1 service with VMware.

Cisco customers must renew the service through the standard Cisco service renewal process by the Cisco contract end dates, not the VMware subscription end dates. Cisco and VMware subscription dates may only be

synchronized after the first service renewal. Customers who do not renew the Cisco service before the Cisco ISV1 contract expires will be required to use the Cisco contract reinstatement process to continue their software support and subscription.

ISV1 Service Delivery

When vSphere or vCenter products are purchased from Cisco, the only support team the customer interacts with is the Cisco support team. If VMware support is needed, Cisco will contact and interact with VMware. Although the customer is entitled to direct VMware software downloads and web portal access, the customer does not have access to direct VMware support.

VMware or Other Supplier Supported Licenses

Using their UCS Support contract Cisco UCS customers are entitled to Cisco product support—including issues related to third-party product interoperability. (This service is not included in Warranty or Warranty Plus). Customers who have VMware products purchased from sources other than Cisco, or who have their VMware support from VMware or other sources outside of Cisco, may not directly open VMware product support requests with Cisco. Customers who have VMware product licenses and support from other OEM suppliers may not be allowed to rehost or use those licenses on Cisco UCS without converting their support to a VMware direct contract. Questions around rehosting licenses from other platforms to Cisco UCS should be directed to VMware.

Services Offerings

As stated above, VMware products sold by Cisco typically have a -1A, -2A, -3A, -4A, or -5A suffix. This suffix indicates the duration of service the customer intends to order—1, 2, 3, 4, or 5 years, respectively. While the product and service SKUs indicate the support duration that will be chosen, services are priced and configured in 1-year increments. Table 1 summarizes Cisco’s OEM VMware software products and service descriptions and Table 2 shows the support characteristics.

Table 1. Elements of VMware ISV1 OEM Software Sale with Service

Products	Product License	VMware Product Activation Key	Cisco Service Description
Product SKU			
vCenter vSphere	Yes	VMware Software and L3 Subscription	Level 1 and 2
Service Pricing			

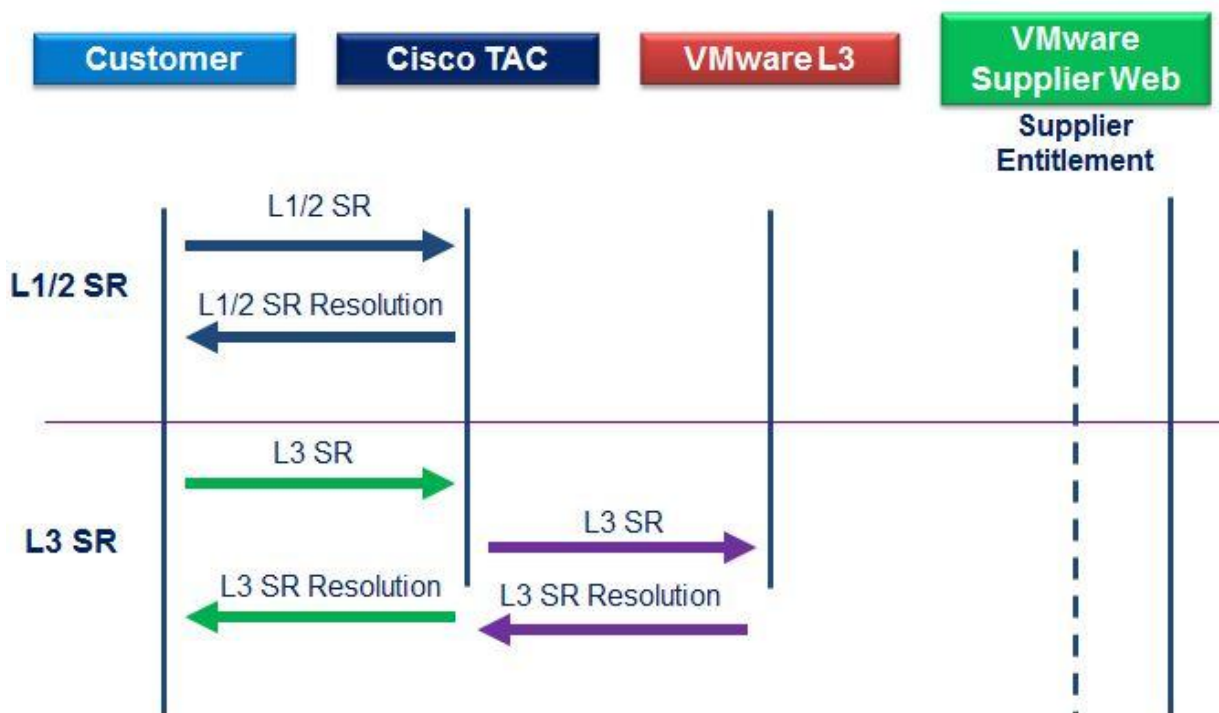
Table 2. Support Grid for VMware ISV1 Service

Products	3 rd -Party Subscription	Cisco Service	Support Contract Type	Duration Match
vCenter vSphere	Software Subscription plus indirect L3Support	L0 to L3	ISV1	Yes

Services Request Handling Process

Cisco TAC provides L0-2 support and manages VMware in level 3 (L3) service delivery. Figure 1 shows the call flow for service requests initiated by customers supported by Cisco. Levels 0-2 Service Requests (SRs) are resolved by Cisco TAC. Level 3 SRs are resolved by VMware but managed by Cisco. In most cases, customers will only interact with Cisco TAC engineers.

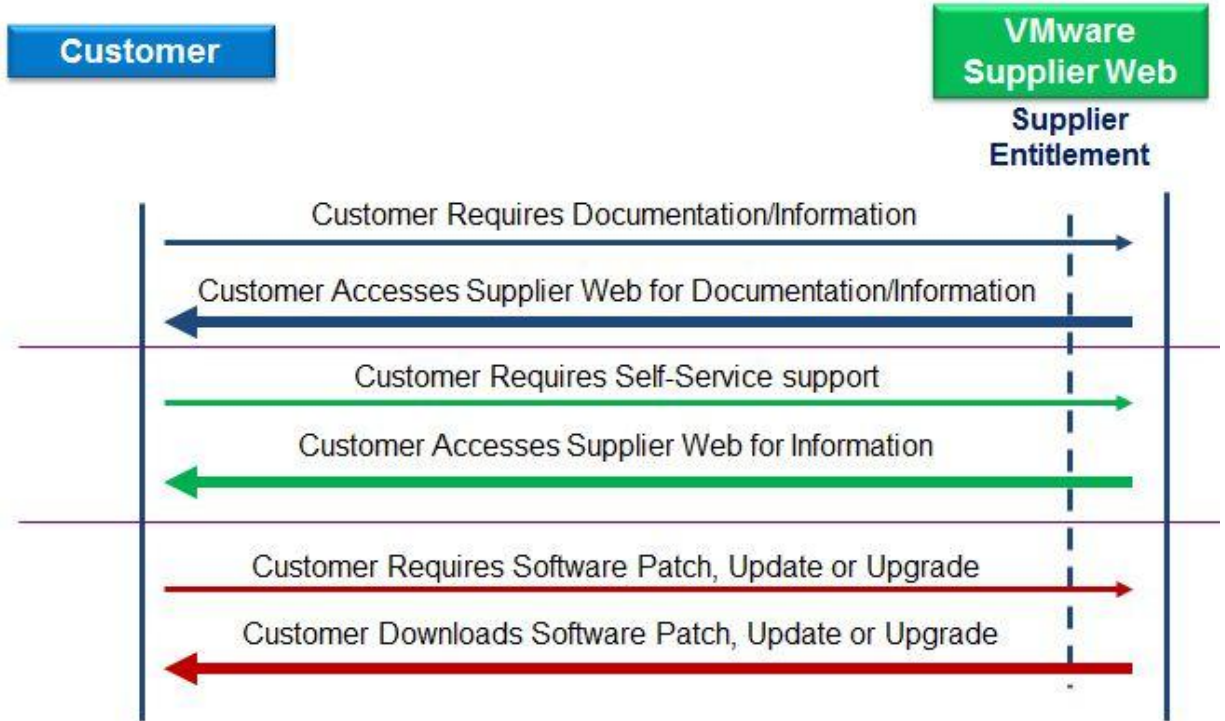
Figure 1. Call Flow for Cisco-Supported Customers



Customer Self Service

Customer self-service is based on the VMware software subscription that is included with the Cisco ISV1 service. In this scenario, the customer goes to www.vmware.com for any VMware software updates, upgrades, bug fixes, or information available through the kb.vmware.com knowledge base. Figure 2 shows the call flow for self-service customers. Cisco and VMware worked together to establish this process of direct VMware software and information access to avoid delays and errors that may be inherent in reposting to any external hosting site.

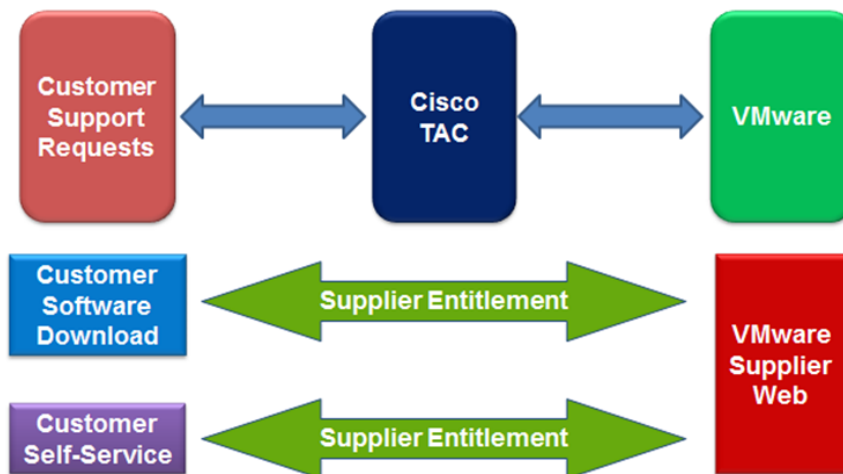
Figure 2. Call Flow for Self-Service Customers



Summary of Customer Support Experience

Figure 3 summarizes customer service and support interactions.

Figure 3. Call Flow for Customers Entitled to Cisco Service



ISV1 and Hardware Support

ISV1 support does not provide support for any hardware product. Customers may see ISV1 support attached to hardware when they do not directly attach hardware support to the UCS products in an order that includes ISV1-supported software. If an order includes both ISV1-supported OEM products and hardware without any service, then ISV1 support may be automatically added to the hardware in the order. This ISV1 service attached to the hardware may not be used for support of the hardware, does not incur a charge, and will be stripped off the hardware by the back-office business systems after booking.

Service Availability

For more information about Cisco VMware ISV1 support, contact your channel partner, your Cisco Service Sales representative, or your account team representative.



Americas Headquarters
Cisco Systems, Inc.
San Jose, CA

Asia Pacific Headquarters
Cisco Systems (USA) Pte. Ltd.
Singapore

Europe Headquarters
Cisco Systems International BV Amsterdam,
The Netherlands

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at www.cisco.com/go/offices.

Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: www.cisco.com/go/trademarks. Third party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1110R)