



Service Description: Advanced Services – Fixed Price

Cisco EnergyWise Discovery Service (ASF-ESG-G-EW-DISC)

This document describes Advanced Services Fixed Price: Cisco EnergyWise Discovery Service.

Related Documents: This document should be read in conjunction with the following documents also posted at www.cisco.com/go/servicedescriptions: (1) Glossary of Terms; (2) List of Services Not Covered. All capitalized terms in this description have the meaning ascribed to them in the Glossary of Terms.

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Cisco EnergyWise Discovery Service

Service Summary

The Cisco EnergyWise Discovery Service provides identification of Customer's current and baseline energy consumption for the addressable and in-scope information technology (IT) assets. This Service also provides a return on investment (ROI) analysis and includes detailed simulation scenarios for potential energy savings that may be realized when components such as Cisco EnergyWise Management application software from the Cisco EnergyWise Suite of products and services are implemented.

Deliverables

- Customer Requirements Summary
- Software Proof of Concept ("POC")
- Bi-weekly Energy Discovery Report
- Executive Summary

Location of Services

Services are delivered as a combination of remote and on site to Customer.

Limitations and Exclusions

Services are limited to the evaluation of up to 25,000 devices and in a single physical Customer location that leverage standard Cisco EnergyWise interfaces, such as laptops, desktops, VOIP phones, wireless access points, network switches and routers, and datacenter server hardware. Software connectivity between Cisco EnergyWise and the devices is limited to the default protocols and methods of Cisco EnergyWise Management. These include device discovery via SCCM, Active Directory, CDP/LLDP, and network discovery. Protocol support includes WMI, SSH, SNMP, and IPMI. Facilities integration (such as through a building management system) is excluded. A device count greater than specified above or multiple locations will require multiple engagements.

Customer use of Cisco EnergyWise Management as part of this service is limited to ninety (90) days from the date of the kick-off conference call and is subject to the terms of Cisco's End User License Agreement.

Cisco Responsibilities

- Conduct a kick-off conference call with Customer to coordinate scheduling, facilities and facility requirements,

providing a requirements questionnaire for Customer to complete.

- Gather and document Customer requirements, including:
 - conduct interviews with Customer's key personnel;
 - gather information in the Customer-completed requirements questionnaire;
 - perform an inventory of Customer's IT assets that are to be included for the energy monitoring, measurement and control of energy.
- Review the following Customer provided information:
 - business, technical and operational requirements documents;
 - technology plan documentation;
 - network design/topology documents.
- Work with Customer to create the Customer Requirements Summary from information gathered.
- Review the Customer Requirements Summary with Customer, incorporating Customer comments to complete and release the Customer Requirements Summary.
- Complete setup and installation of the Cisco EnergyWise Management application Software POC.
- Provide Bi-weekly Energy Discovery Report to the Customer with energy consumption details and what-if simulations for possible energy savings scenarios.
- Prepare an executive summary slide deck in Microsoft PowerPoint (.ppt) file format for presentation to the Customer's key stakeholders.
- Present the Executive Summary to Customer key stakeholders in an onsite meeting conducted by Cisco.

Customer Responsibilities

- Designate Customer personnel responsible for providing discovery information and feedback during the pre-workshop conference call.
- Participate in kick-off conference call to provide discovery information and to review the agenda for workshop.
- Work with Cisco to schedule personnel and any Customer site logistics as required by Cisco for the Services.
- Provide all technical infrastructure and information; organize and manage any administrative requirements as required by Cisco for the Services.
- Ensure that Customer key personnel representing each technology disciplines participate in conference calls and workshops.
- Review with Cisco the Customer Requirements Summary providing comments before it is formally completed and released.
- Schedule Customer key stakeholders to attend the Executive Summary presentation meeting.

General Customer Responsibilities

- All information (such as but not limited to: designs, topologies, requirements) provided by Customer is assumed to be up-to-date and valid for the Customer's current environment. Cisco Services are based upon information provided to Cisco by Customer at the time of the Services.
- Customer acknowledges that the completion of Services is dependent upon Customer meeting its responsibilities as indicated herein.
- Customer acknowledges and agrees that Cisco will install application Software for a period of ninety (90) days for completion of Services.
- Identify Customer's personnel and define their roles in the participation of the Services. Such personnel may include but is not limited to: architecture design and planning engineers, and network engineers.
- Ensure Customer's personnel are available to participate during the course of the Services to provide information and to participate in scheduled information gathering sessions, interviews, meetings and conference calls.
- Support services provided by Cisco comprise technical advice, assistance and guidance only.
- Customer expressly understands and agrees that the Services shall take place and complete within ninety (90) calendar days from issuing a Purchase Order to Cisco for the Services herein.

Invoicing and Completion

Invoicing

Services will be invoiced upon completion of the Services.

Completion of Services

Cisco will provide written notification upon completion of the Services to Authorized Channel. The Customer shall within five (5) Business Days of receipt of such notification provide written acknowledgement of Cisco's completion of the Services. Customer's failure to acknowledge completion of the Services or to provide reasons for rejection of the Services within the five (5) Business Day period signifies Customer's acceptance of completion of the Services in accordance with this Service Description.