



## Service Description: Advanced Services-Fixed Price: Cisco Remote Expert Branch and Mobile Adoption Services (ASF-CX-G-REBMADOPT)

This document describes Services for Cisco Remote Expert Branch and Mobile Adoption Services.

**Related Documents:** This document should be read in conjunction with the following documents also posted at [www.cisco.com/go/servicedescriptions/](http://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 Remote Expert Branch and Mobile Adoption Services

## Service Summary

Cisco Adoption Services for Remote Expert Branch and Mobile assists Customers in achieving business outcomes when adopting Remote Expert Branch and Mobile in their company environment. The following are the Cisco Remote Expert Adoption Services and deliverables provided under this project:

### Services

- Remote Expert Adoption Assessment Support
- Remote Expert Marketing and Communications
- Remote Expert Adoption Training

### Deliverables

- Project Management Plan
- Go To Market (GTM) and Benchmark Plan
- One (1) custom video on demand (up to 5 min in duration)
- Three (3) custom quick reference guides
- One (1) user playbook
- Two (2) in-branch hand-outs
- Four (4) posters/banners (digital or print-ready poster/foam-core display)
- RE Adoption Training Plan
- VE Quick Reference / End User Guides

### Location of Services

Services are delivered remotely and onsite (where applicable) to Customer as defined in this Service Description.

### Project Management

### Cisco Responsibilities

- Provide Customer with a list of designated Cisco personnel roles and responsibilities under this Service.
- Provide a Project Management Plan ("PMP"). PMP is a baseline document from which the Cisco Project Manager (PM) can manage deliverables, assess progress, and manage change management issues and any on-going questions.

- Work with Customer to identify and document dependencies, risks and issues associated with the successful completion of the project.
- Provide a Project Schedule highlighting deliverables, corresponding milestones, planned project events, resource(s) and timescales.
- Participate in scheduled project review meetings or conference calls, if required.
- Provide Customer with the identity of personnel requiring access to Customer premises, at least ten (10) Business Days prior to the scheduled date such personnel requires access.
- Deliver a weekly project status report to the Customer.
- Provide a handover; follow on actions, lessons learned, and exception reports (if necessary) upon project completion.

#### **Customer Responsibilities**

- Provide the Cisco PM with a list of designated Customer personnel participating under this Service.
- Ensure that key Customer personnel (such as architecture design and planning, network engineering, network operations personnel) are available to provide information and to participate in review sessions, workshops and other information gathering activities. The Customer PM will also ensure that Cisco is provided with all information, data and documentation, as Cisco reasonably required to provide Services and comply with Cisco's responsibilities in this Service. This information includes, but is not limited to: (i) information relating to Customer's network, design, business and other applicable requirements; (ii) functional and/or technical documentation relating to such requirements; and (iii) topology maps, configuration information and existing and proposed network infrastructure and (iv) any strategy plans, branding, benchmark, marketing and communications documentation.
- Identify primary and backup Customer authorized site contacts that shall provide necessary information, obtain access clearances and coordinate with other organizations/third parties with respect to Services at that site.
- Participate in scheduled project review meetings or conference calls, if required. Coordinate with any external third parties, such as in country Carrier/Telco activities, deliverables and schedules.
- Ensure that Cisco's request for information or documentation needed for the project is provided within three (3) Business Days of Cisco's request, unless the parties agree in writing to another time period for response.

#### **Adoption Assessment Support**

##### **Cisco Responsibilities**

- Provide Customer with a list of designated Cisco personnel roles and responsibilities under this Service.

- Work with Customer in review of best practices, tools, and techniques to apply within Customer organization while Customer implements technology.
- Analyze and optimize collaboration within Customer organization.
- Define KPIs and business metrics
- Develop Go To Market (GTM) plan
- Capture base lines and benchmarks
- Review remotely the GTM and Benchmark with the Customer.

##### **Customer Responsibilities**

- Provide the Cisco with a list of designated Customer personnel participating under this Service.
- Provide access to relevant information and documentation as related to Remote Expert technology.
- Work with Cisco to Define business metrics and GTM plan.
- Review remotely and approve the GTM and Benchmark Plan.

#### **Marketing and Communication**

##### **Cisco Responsibilities**

- Gather information pertaining to marketing and communication information from Customer.
- Review the Customer-provided information.
- Work with Customer to develop an adoption change management marketing and communications plan.
- Document all findings and recommendations for the marketing and communications plan in the Remote Expert Adoption Marketing and Communications Plan.
- Develop one (1) custom video on demand (up to 5 min in duration). This includes two (2) rounds of reviews, 2 drafts and a final edit
- Develop three (3) custom quick reference guides
- Develop one (1) user playbook
- Develop two (2) in-branch hand-outs
- Develop four (4) posters/banners (digital or print-ready poster/foam-core display)
- Identify ongoing marketing and communications activities to reinforce key messages, recognize success and ensure the ongoing adoption of the Remote Expert solution.
- Promote the awareness of Remote Expert (internally-facing).
- Review remotely the Remote Expert Marketing and Communications Plan with the Customer.

##### **Customer Responsibilities**

- Provide Cisco with all information and documentation as needed within three (3) business days prior Cisco to starting the Collaboration Adoption Marketing and Communications Plan sessions.
- Provide Cisco the Customer's corporate branding material for inclusion in communications.
- Work with Cisco to develop the Remote Expert Adoption Marketing and Communications Plan.
- Review and approve remotely the Remote Expert Adoption Marketing and Communications Plan
- Implement the Remote Expert Adoption Marketing and Communications Plan with remote support from Cisco.
- Remediate any issues that may occur during Customer's Remote Expert implementation with remote support.

### **Adoption Training**

#### **Cisco Responsibilities**

- Gather and review the Cisco Remote Expert Adoption Strategy and Governance Plan and the Remote Expert Adoption Marketing and Communications Plan.
- Gather information pertaining to existing training policies or plans from Customer.
- Work with Customer to develop a Remote Expert Adoption Change Management training strategy by functional role.
- Document all findings and recommendations for the training plan in the Cisco Remote Expert Adoption Training Plan.
- Develop two (2) custom instructor-led training course (role-based training for branch staff and remote expert)
- Conduct remote or onsite (if applicable) two (2) end-user training Train the Trainer sessions up to 2 hours in length held within the same day.
- Identify ongoing training activities to support key learning objectives that directly support new behavior and processes by functional role to achieve adoption and targeted business goals and document in the Cisco Remote Expert Training Plan.
- Development one (1) Quick Reference /End User Guides.
- Review the Remote Expert Adoption Training Plan to Customer.

#### **Customer Responsibilities**

- Designate representative Customer employees from all lines of business including telephony, support, network architects, operational staff and management representatives to attend the interviews and workshop(s).
- Provide Cisco with all information and documentation as needed for Cisco to develop the Remote Expert Adoption Training Plan.
- Work with Cisco to develop the Remote Expert Adoption Training Plan.
- Review and approve the Remote Expert Adoption Training Plan

- Implement the Remote Expert Adoption Training Plan.

#### **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.
- 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 one hundred-twenty (120) calendar days from issuing a Purchase Order to Cisco for the Services herein.
- Delays caused by Customer may require change requests and additional costs.
- Customer retains overall responsibility for all business process impact and all process change implementations.
- Customer must have installed and functioning some or all of the following product with the required versions: Unified Contact Center Enterprise (UCCE) or Unified Contact Center Express, Customer Voice Portal (CVP), Finesse Desktop, MediaSense and CVP (UCCE Only), Video, etc. as defined in the Cisco Remote Expert Mobile -Design Guide Customer and Remote Expert Branch -Design Guide.
- Customer is responsible for integration to directory services or designing/implementing modifications to infrastructure for capacity, performance, global dial plan, etc.
- Customer is responsible for the security compliance of the Customer application
- Customer is responsible for IOS/Android/etc. mobile application development.
- Remote Expert Mobile Custom development not included but available from Cisco under a separate project agreement.
- Customer will provide Cisco a common project work area available in the Customer offices with wireless connectivity to the Customer network for all project team members in order to work productively with Customer personnel.
- Customer will provide Cisco resources will have badge access to all required buildings in order to carry out required tasks as per the project plan.

- Customer can contract Cisco Services under a separate service agreement to perform any additional work, such as, additional Cisco Remote Expert Adoption Services, upgrades hardware or software, desktop, etc. that do not fall under the scope of this project.

#### **General Assumptions**

- Customer is responsible for determination of its requirements, and Customer shall retain overall responsibility for any business process impact and any process change implementations.
- Customer acknowledges that completion of Services is dependent upon Customer meeting its responsibilities as identified in this Service Description.
- Customer will be providing Project Management throughout the course of this project. Cisco resources will work under the direction of the Cisco Project Manager, who in turn will report to the Customer Project Manager.
- Direct remote access to necessary Customer systems is to be provided to Cisco by Customer.
- Customer will provide information from End User relative to business owners and critical staff to ensure the capture of all business and technical requirements.
- Cisco will provide sample applications for Customer development use and any development of custom applications will be covered under a separate contract.
- Customer must purchase Cisco approved hardware and software.
- A mutually agreed upon primary communications method (Email, voicemail, etc.), will be established and adhered to, as outlined in the communication plan to the Customer's Project Manager.
- Formal Classroom Training is not in scope of this project.
- The following are NOT included:

- Detailed planning, design and implementation for other applications or products
- Unified Communications Applications
- Unified Contact Center Express or Unified Contact Center Enterprise Applications
- MediaSense Application
- Database Applications not specific to Remote Expert Solution Interactive operation
- Infrastructure to include 3G, Wireless, Security, or other Network Infrastructure component other than Remote Expert Solution components
- Cabling /physical installation of non-Remote Expert components

#### **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 Customer. 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.