



## Service Description: Advanced Services – Fixed Price

### Cisco Energy Management Assessment Service (ASF-DCV1-CEM-EAS)

This document describes Advanced Services Fixed Price: Cisco Energy Management Assessment Service.

**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.

**Direct Sale from Cisco.** If you have purchased these Services directly from Cisco for your own internal use, this document is incorporated into your Master Services Agreement, Advanced Services Agreement, or other services agreement covering the purchase of Advanced Services-based services with Cisco ("Master Agreement"). If no such Master Agreement exists, then this Service Description will be governed by the terms and conditions set forth in the Terms & Conditions Agreement posted at [http://www.cisco.com/web/about/doing\\_business/legal/terms\\_conditions.html](http://www.cisco.com/web/about/doing_business/legal/terms_conditions.html). If you have purchased these Services directly from Cisco for resale purposes, this document is incorporated into your System Integrator Agreement or other services agreement covering the resale of Advanced Services ("Master Resale Agreement"). If the Master Resale Agreement does not contain the terms for the Purchase and Resale of Cisco Advanced Services or equivalent terms and conditions, then this Service Description will be governed by the terms and conditions of the Master Resale Agreement and those terms and conditions set forth in the SOW Resale Terms & Conditions Agreement posted at: [http://www.cisco.com/web/about/doing\\_business/legal/terms\\_conditions.html](http://www.cisco.com/web/about/doing_business/legal/terms_conditions.html). For purposes of the SOW Resale Terms and Conditions this Service Description shall be deemed as a Statement of Work ("SOW"). In the event of a conflict between this Service Description and the Master Agreement or equivalent services exhibit or agreement, this Service Description shall govern.

**Sale via Cisco Authorized Reseller.** If you have purchased these Services through a Cisco Authorized Reseller, this document is for description purposes only; is not a contract between you and Cisco. The contract, if any, governing the provision of this Service will be the one between you and your Cisco Authorized Reseller. Your Cisco Authorized Reseller should provide this document to you, or you can obtain a copy of this and other Cisco service descriptions at [www.cisco.com/go/servicedescriptions/](http://www.cisco.com/go/servicedescriptions/).

#### Cisco Energy Management Assessment Service

### Service Summary

The Cisco Energy Management Assessment Service provides identification of Customer's assets, and current / baseline energy consumption for the addressable Information Technology (IT) and Operational Technology (OT) assets. This service also provides a return on investment (ROI) analysis, a detailed asset discovery report, and detailed simulation scenarios for potential energy savings that may be realized when components of the Cisco Energy Management Suite are implemented ("Services").

#### Deliverables

- Customer Requirements Summary
- Recurring Energy Reports
- Executive Summary
- Final Assessment Report with recommended actions

#### 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 Energy Management interfaces, such as laptops, desktops, VOIP phones, wireless access points, network switches and routers, and datacenter server hardware. Operational Technology (OT) devices that are IP enabled and can natively provide energy telemetry data can be included in the assessment.

Software connectivity between Cisco Energy Management and the devices is limited to the default protocols and methods of Cisco Energy 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.

The Right to Use (RTU) duration for the use of Cisco Energy Management Suite as part of this Service is limited to thirty (30) days from the date of the software installation.

#### 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 and OT 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 Energy Management Suite application
- Upon conclusion of Service, Cisco shall uninstall, disable, and/or remove any Cisco-owned software application used in performance of the Service.
- Provide recurring Energy Reports to the Customer with energy consumption details and what-if simulations for possible energy savings scenarios.
- Prepare an executive summary for presentation to the Customer's key stakeholders.
- Present the Executive Summary to Customer key stakeholders in a remote meeting conducted by Cisco.
- Prepare an Energy and Asset Assessment Detailed Report with recommended power management opportunities for presentation to the Customer's key stakeholders.
- Present the Energy and Asset Assessment Detailed Report to Customer key stakeholders in a remote 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 thirty (30) 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 thirty (30) 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.