



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 (EA)** 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
- Services enrollment (optional add-on)

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 enterprisewide software licenses down to one subscription with one renewal date, purchased through a single partner.



Overview

Basic Program Elements

The following is an overview of the basic elements of the Cisco Enterprise Agreement.

Enterprisewide 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

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, multisuite 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

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 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.



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. We offer:

- ✓ Centralized, co-terminated software subscription management
- ✓ Predictable budget and pricing
- ✓ Cross-architecture standardization
- ✓ 100 percent organization coverage
- ✓ A strategic, multiyear 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
Switching Cisco DNA Advantage Wireless Cisco DNA Advantage SD-WAN & Routing Cisco DNA Premier Cisco DNA Advantage	Data Center Networking Premier Advantage Day2Ops Hyperflex Premier Advantage Intersight (SaaS/CvApp/PvApp) Premier Advantage MDS Premier Advantage Intersight Workload Optimizer (IWO) Premier Advantage Container Platform Workload Optimization (add-on) AppD (add-on)	Cisco Collaboration Flex Plan Messaging Meetings Calling Customer Collaboration Multiparty/CMS	NGFW Cisco AMP for Endpoints Cisco Email Security Cisco Umbrella Cisco Cloudlock Stealthwatch Cisco ISE Cisco WSA Tetration or Taas Cisco Duo	Network Infrastructure MR MS MX MI MG Systems Manager Camera Systems
Services enrollment. Optional add-on for Cisco DNA and Data Center Enrollments		Solution Support Enterprise Agreement Management Services		

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 the following core software suites: Cisco Data Center Networking, Cisco CloudCenter, HyperFlex, Intersight, MDS, IWO, Cisco AppDynamics, ThousandEyes, and Container Platform.

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.

Services enrollment. The Services enrollment is an optional add-on for Cisco DNA and Data Center Enrollments which includes Solution Support and the new Enterprise Agreement Management Support.

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

Enrollments

Cisco DNA

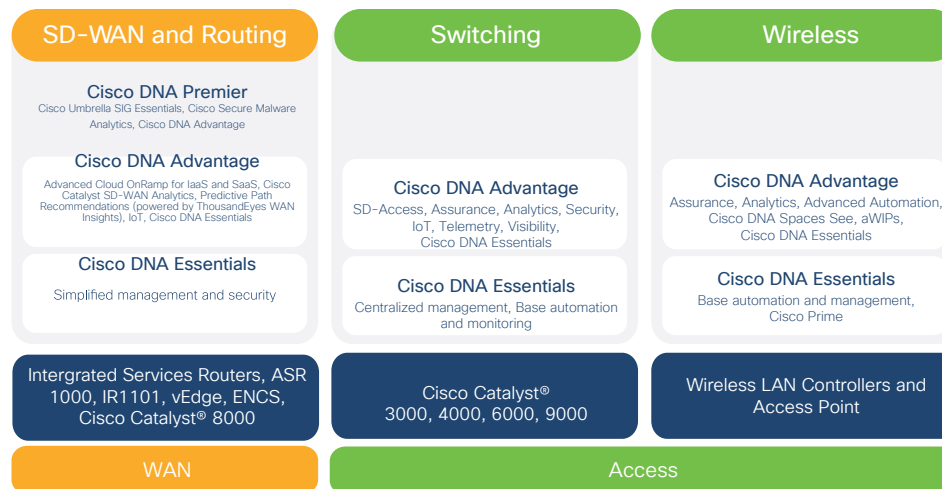
The Cisco DNA enrollment offers automation, assurance and embedded security across the switching, wireless, and SD-WAN and routing portfolio. Cisco DNA Center simplifies provisioning, configuring, and segmentation of a customer’s network. With the Cisco DNA enrollment, Cisco is further simplifying subscription software and delivering compelling solutions through the Enterprise Agreement. With enterprisewide 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)
- Cisco DNA for SD-WAN and Routing (Advantage and Premier)
- Cisco DNA for Wireless (Advantage)

Cisco DNA enrollment through Managed Service 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

Multisuite 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 multisuite 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

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 multicloud.

Cisco's Data Center enrollment enables you to deploy, run, and manage your data center needs everywhere. Expand your data center across multicloud 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)
- Intersight Workload Optimizer (Advantage/Premier)
- Container Platform
- Workload Optimization (optional add-on)
- AppDynamics enrollment (optional add-on)

Enrollments

Data Center

	Data Center Networking	Hyperflex	Intersight (SaaS/CvApp/PvApp)	MDS	Intersight Workload Optimizer	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	Includes IWO Advantage Comprehensive full stack visibility per user roles/personas APM tool integration with commercial and Open Source APM tools		
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 * not available on N3K	(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	Workload Optimization Automated Scaling, placement, sizing for on-premises and/or public cloud workloads Cloud-native (container) support SLA Adherence AppD integration		
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 Scaling 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 standalone within the Data Center enrollment)

Coverage:

- Enterprisewide 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 multisuite discount when included with DC Networking or HX.

Available discounts

Multisuite 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 multisuite discounts are also available for the AppDynamics enrollment and Cisco DNA enrollment.

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)

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 Secure Email
- Cisco Cloud Mailbox Defense
- Cisco Secure Web Appliance
- Cisco Secure Firewall
- Cisco Umbrella™
- Cisco Secure Endpoint
- Cisco Secure Cloud and Network Analytics
- Cisco Identity Services Engine (ISE)
- Cisco Vulnerability Management (formerly Kenna)
- Cisco AnyConnect
- Cisco Defense Orchestrator (CDO)
- Cisco Secure Endpoint Virtual Private Cloud Secure Malware Analytics
- Cisco Security Analytics and Logging
- Cisco Cyber Vision
- Cisco Talos Incident Response (CTIR)

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.

Enrollments

Services

Expand support coverage for your Cisco technology and gain additional features by pairing a Services enrollment with a Cisco DNA or Data Center Software enrollment.

The Services enrollment features Cisco Solution Support, a high-value service addressing both software and hardware from Cisco and our Solution Support Alliance Partners. Cisco Solution Support is an upgrade from Software Support Service, which is automatically included in a Cisco DNA or Data Center Software enrollment.

Pairing a Services enrollment with a Software enrollment lets you roll up software licenses and support for both software and hardware into one simple to manage, unified contract.

A Services enrollment also includes Enterprise Agreement Management Support. An initial onboarding and regular quarterly touchpoints are designed to guide you in effectively managing contracts, address changes, and strategize for innovation and growth through the industry's only enterprise agreement True Forward feature. Enterprise Agreement Management Support lets you pivot to adopt new technologies when needed and scale your Solution Support coverage.

Solution Support feature	How it works	How you benefit
Primary point of contact	Cisco® solution expert centralizes support across a multivendor or multiproduct deployment	Eliminates your need to identify which provider to call
Deep architecture expertise	In-depth knowledge of Cisco hardware and software products and integration with Solution Support Alliance Partner products	Often results in immediate issue resolution
Priority response	30-minute response objective for severity 1 and 2 cases (vs. 60 minutes for product support)	Helps minimize IT and business disruption
No triage required	No need to isolate an issue to a specific product before contacting us for help	Expedites connection to a solution expert for issue resolution, guidance, and information
Product support team coordination	We orchestrate Cisco and Solution Support Alliance Partner teams throughout issue resolution, bringing a solution-level perspective	Eliminates your need to manage complex issues and multiple support teams
Retain direct contact with Alliance Partners	Contact Alliance Partners for their product support, information, or guidance for their products	Flexibility to interact with the experts you need, when you need them

Enrollments

Meraki

Cisco Meraki creates simple, 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 doubles down on simplicity, providing access and ease of management across the Meraki 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 product components include:

Network Infrastructure Suite

- MR - Cloud-managed wireless
- MX - Cloud-managed security and SD-WAN
- MS - Cloud-managed switches
- MI - Cloud-based network performance management
- MG - Cellular gateway
- MT - Cloud-managed sensors
- SM - Cloud enterprise mobility management
- MV - Cloud-managed camera systems

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

Enterprisewide coverage: At least one product family must cover branch locations across the enterprise

The Meraki enrollment is managed using the Meraki dashboard.

Enrollments

AppDynamics

AppDynamics helps businesses deliver consistent 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 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 work?

The Cisco AppDynamics enrollment adds AppDynamics software licensing as a new enrollment 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 months of True Forward

Cisco CX and Support

Cisco Enterprise Agreement enrollments provide not only enterprisewide access to software, but also Cisco's award-winning technical support.

Purchasing a Software enrollment automatically includes Cisco Software Support as follows:

- Software Support Service (SWSS) is the default level of service for Collaboration enrollments. Customers that require higher service levels may also purchase Solution Support, Software Support Enhanced, and Software Support Premium.
- Software Support Enhanced is the default level of service for Security Enrollments, where available, with the option to upgrade to Software Support Premium or downgrade to Software Support Basic.
- For Enterprise Networking and Data Center products, a customer who is interested in a high-value support service that also covers their hardware can pair their Software enrollment for their licenses with a Services enrollment, which includes Cisco Solution Support.

Software Support Service (SWSS) includes access to:

- Support and troubleshooting by telephone or web, case submission is 24 hours per day, 7 days per week. Cisco will respond to requests within one hour for severity 1 and 2 cases; within the next business day for severity 3 and 4 cases; and in accordance with the Technical Services Resource Guide (available on Cisco.com).
- Major, minor, and maintenance releases. You may 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 using commercially reasonable efforts.
- Knowledge base and online resources on Cisco.com.

High-value service options will maximize the value of your software investment by providing guidance for a successful deployment including configuration, integration, migration from older platforms, and technical best practices for adopting new features. See the Software Support data sheet for more details on Enhanced and Premium for security products and the Support Services for Collaboration solution overview for additional insights on Solution Support, Enhanced, and Premium for collaboration solutions.



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 EA Workspace

The EA Workspace is an enterprisewide 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 in 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 EA 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 and the Meraki and AppDynamics enrollments do not leverage the EA Workspace. For Cisco Collaboration Suites, partners track consumption with their Subscription User Interface in CCW (Cisco Commerce Workspace). 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.

True Forward

What is True Forward?

True Forward is Cisco's periodic billing adjustment process to account for any overconsumption of products and services less any 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. 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.

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.

True Forward occurs if 105% consumption is reached during the first six months of the suite term, or by customer request.

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.

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.

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.

Enterprisewide 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.

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

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.

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 enrollments), 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.

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.¹ 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.

¹ This is only automatic for DNA. All other suites require a Letter of Agreement (LOA).

Resources

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

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

[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>.

