



Service Level Agreement (Service Description) Cisco EA Support Service

Code: MS-CEAM
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Service of the contractor

This document describes the services of the service module, which are provided as part of the contract concluded between the client (CL) and the contractor (CO). The responsibilities of the services described are based on a RACI model. Explanations of terms and contact information for the Customer Service Center can be found under the following [link](#).

Unless otherwise agreed, the following service goals apply as standard: Service time "SNAZ" (NWH) with a response time of 4 hours.

Cisco EA Support Service

The service includes the maintenance of the client's Cisco Smart Software Licensing Portal or Enterprise Agreement Workspace (EAWS) Portal. The client is supported in these activities.

Initial Services	CO	CL
EA implementation upon completion of EA	R/A	C/I
Initial license cleanup (brownfield migration)	R/A	C/I

Recurring Services	CO	CL
Smart account maintenance (Smart Software Licensing & EA Workspace)		
The contractor carries out reviews of the client's smart account at regular intervals and prepares any major and minor alerts. In addition, necessary measures are taken (e.g. by generating and provisioning new licenses) to ensure the client's license compliance.	R/A	C/I
Quarterly meetings (consumption reports, features)		
The contractor organizes and conducts regular meetings with the client. The content of the coordination meetings includes insights that can be gained from this service, such as suggestions for improvement and opportunities for cost optimization as well as planning activities and measures.	R/A	C/I
True Forward Event Preparations		
These take place at the respective time of the True Forward event. The contractor prepares the expected costs for any license overconsumption and/or new suites/solutions added to the EA and carries out any value shifts in coordination with the client. In addition, the coordination and adaptation of the True Forward reports including the necessary case handling with the manufacturer is included in the scope of services.	R/A	C/I

Obligation of the client to cooperate	CO	CL
Providing the required information		
Provision of access data and required authorizations to the client's Cisco Smart Licensing Portal and EAWS.	C/I	R/A

Framework conditions for service
Authorization of the contractor and its relevant users to carry out activities in the relevant systems such as EA Workspace and Cisco Smart Account in connection with the concluded Cisco EA.
Timely provision of required information on the Enterprise Agreement (e.g. number of users, number of devices actively used in productive operation, virtual accounts, future project plans, information on procurement of relevant hardware and software, etc.).
Active participation in EA Workspace and Cisco Smart Account activities.
The EA implementation service offered upon conclusion of the Cisco Enterprise Agreement must be used by the client.

Services not included
Cisco EA or licenses

