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# Cisco Enterprise Agreement

Simplifying the Cisco Software Experience

FAQ | Partners & Customers

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# Cisco Enterprise Agreement

## General Questions

### Q. What is a Cisco Enterprise Agreement?

A. Enterprise Agreements (EAs) are offered by invitation only for Cisco's large enterprise customers whose customized and dynamic business needs require flexibility in the support of their hardware and software.

For these customers, it is more cost effective and efficient to negotiate a solution that meets all their needs: hardware and software with upgrades and support, or subscription offers where needed. In accordance with the model, a Cisco Enterprise Agreement provides software deployment and service consumption rights for an entire company in a single, co-terminated, multi-year agreement.

### Q. What can customers purchase under a Cisco EA?

A. The Cisco EA includes Cisco DNA, Data Center, Collaboration and Security Choice enrollments.

### Q. What is enrollment?




A. An enrollment is a technology architecture or set of products that customer can buy under a single agreement from Cisco. Customers can start with one enrollment and expand to include other enrollments as need to support their business needs.

### Q. Hasn't Cisco offered Enterprise Agreements for a while? What is different?

A. In the past, Cisco managed the software licensing and provisioning of Enterprise Agreements in a manual time-consuming way. Cisco has now introduced the automation of the license generation and provisioning with the launch of the EA Workspace portal.

### Q. What are some of the attributes of Cisco Enterprise Agreements?

A. While specific attributes may differ between offers, the general characteristics of Cisco Enterprise Agreements include:

Easy to Consume!	Easy to Buy!	Easy to Manage!
<ul style="list-style-type: none"><li>No retroactive billing, access to new software, and on-demand deployment</li></ul>	<ul style="list-style-type: none"><li>A cross-portfolio agreement that provides access to software catalogs across technology domains, for unique value within each enrollment</li></ul>	<ul style="list-style-type: none"><li>Know where you stand in one workspace, and enable co-termination of software subscriptions</li></ul>
		

### Q. Is this a new tool?

A. No. The EA Workspace is a view within the Cisco Software Central (CSC) platform.

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**Q.** How do Smart Accounts affect the EA Workspace?

**A.** All EA customer suites are associated with a Smart Account. Customers are able to customize their user hierarchy by assigning users and customer suites to corresponding Virtual Accounts. All historical transactions, provisioning requests and devices displayed in the workspace can be seen against the Smart Account the user logged in with. To ensure that users who have not yet activated a Smart Account are also informed of this enhancement, the EA Workspace will feature a notification banner prompting these users to create a Smart Account or contact the Smart Support team for assistance.

**Q.** After an EA is purchased, how quickly does it reflect in the End User's Smart Account?

**A.** That is usually within 48 hours after contract activation.

**Q.** What are the steps to cancel an EA after the first year?

**A.** EA's are not cancellable agreements.

## EA Subscriptions Quoting, Ordering and Invoicing

**Q.** With regards Quoting and Ordering for Cisco Enterprise Subscriptions, what type of changes can be done when doing "Change Subscription"?

**A.** When modifying a Major Line Bundle Annuity Subscription for Cisco Enterprise Agreement, some changes are allowed and some are not.

**Allowed changes:** it is only possible to add suites with new platform licenses in the ATO (Assemble-to-Order); changes are allowed to Terms and Payments only on the Cisco Enterprise Agreement Bundle SKU and not the ATOs during change subscription.

**Not allowed changes:** it is NOT possible to down-sell (reducing quantities on existing subscription); it is NOT possible to change quantities.

**Q.** How will the support SKU be added to the Cisco Enterprise Agreement Major Line Bundle SKU?

**A.** The support SKU will show up in the configuration. The user has to manually add the quantity and click 'Done'. This is just like adding any SKU to the configuration.

**Q.** What are the possible Terms and Payments options for the Cisco Enterprise Agreement Major Line Bundle SKU?

**A.** All EA The available options are listed here below:

**Initial Term:** Default selection is 36 months, with option to choose 60 months.

**Auto-Renewal:** Do not auto-renew is the only default option.

**Billing cadences:** Pre-Paid, Annual.

**Q.** How can a Partner purchase hardware together with the Cisco Enterprise Agreement subscription?

**A.** Hardware or other services purchased with the Cisco Enterprise Agreement may need to be added separately and discounted to \$0 with an RNSD (Re-Usable Non-Standard Discount). For more details, check this training: [Cisco Commerce RNSD Quick Reference Guide for Partners.](#)

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**Q.** What is an ATO?

**A.** ATO (Assemble-to-Order): a major line with minor line items (components) that are configured within the ATO.

**Q.** What is the difference between ATO (Assemble-To-Order) and MLB (Major Line Bundle)?

**A.** In a Major Line Bundle you can have ATOs (Assemble-to-Order) underneath the MLB (Major Line Bundle). Then within each ATO configuration there will be minor line items.

**Q.** For ordering Cisco Enterprise Agreement Subscriptions Major Line Bundle, would the Partner need a non-flooring BID?

**A.** It depends on the payment option. The Partners can now use a Flooring BID for Cisco Enterprise Agreement ordering, but only for fixed, pre-paid subscriptions: to use a Flooring BID the “Prepaid Term” option must be selected in CCW. If the Partners select the “Annual Billing” option in CCW, they will still need to use a non-flooring BID to submit the order.

**Q.** In CCW order, if both the Smart Account and the Virtual Account is assigned at the MLB level, is it going to be cascaded at the ATO level?

**A.** Yes, the Virtual Account assignment done at the MLB level will cascade to the ATO level.

**Q.** Which subscriptions are available in the Services & Subscriptions tab in Cisco Commerce (CCW)?

**A.** Cisco Enterprise Agreement subscriptions, WebEx and also Term and Content subscriptions. Renewals for Term and Content happen in the Services & Subscriptions tab.

**Q.** Could you explain the different types of licenses?

**A.** **Perpetual license:** a software license purchased for perpetuity (no renewals required). Usually no support package is included. *Think of it like purchasing and owning a home for the first time.*

**Term and Content license:** a license purchased for a specific period of time. It includes a support package, and the Customer has the option to renew the license for another term. *Think of it like renting a house for a predetermined period of time.*

**Cloud/XaaS license:** instead of acquiring the software as a license to run its own systems, the customer accesses the application/service through the internet (cloud). The Customer pays per use (depending also on the number of Users), so it is a utility based software (per usage). A support package is usually included. *Think of it like staying in a hotel: you can pay for only what you actually use.*

**Q.** What’s the exact meaning of “Amortized One Time Charge”?

**A.** It is a one-time charge for billing perpetual SKUs and the Unit & Net price Calculations for these SKUs will not be dependent on term of the subscription. It is an upfront payment for a perpetual SKU under EA subscription that occurs only one time.

The Customers pay for the entire EA upfront and then they are trued up for the overages at the end of the term.

**Q.** Will invoicing for all opportunities with annual billing land in the Software Billing Platform in CCW?

**A.** Subscription Billing Platform is a provisioning tool where all the EA PIDs are set up to go through SBP. One of the benefits of SBP is that it allows recurring billing options of Annual or Prepaid. Regardless of either choice that is chosen, EA’s are always through SBP as they are subscriptions.

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**Q.** Is Smart Account assignment mandatory for all Cisco Enterprise Agreements (Collab, Security, Cisco DNA, Datacenter ect.)?

**A.** Yes, that is correct.

**Q.** For Collaboration and Security Enterprise Agreement, a Virtual Account will be created by Cisco. How will the Partner and Customer be notified that the specific Virtual Account has been created for the Customer?

**A.** When a Virtual Account is created the Smart Account Administrators are automatically sent a system generated email. They also know from the welcome kit and the training that Enterprise Agreements are in the Virtual Account.

## True Forward Event

**Q.** What is True Forward Process?

**A.** True Forward is an annual adjustment process to account for growth in the Cisco EA and includes payment for that growth. If a customer overconsumes, the True Forward will take effect on the next anniversary and will continue until the end of the Cisco EA term.

**Q.** When are True Forwards triggered?

**A.** True Forward events are initiated on the EA Anniversary Date and customers are charged for their excess consumption and support until the end of the Cisco EA term. Consumption reporting are also generated 60 and 30 days in advance of the EA Anniversary date.

**Q.** What is the EA Anniversary Date?

**A.** The EA Anniversary Date is the anniversary of the day on which the service started.

**Q.** What are the parties involved in EA True Forward Event?

**A.** The parties involved in EA True Forward Event are Partner, Cisco and the Customer.

**Q.** Are the overages counted as per the initial contract, with original pricing of the licenses?

**A.** Yes, the pricing will follow the Not-To-Exceed pricing rules established at the time of the EA purchase.

**Q.** What is the 20% user-based growth allowance?

**A.** During the term, customers may access additional software, Software as a Service (SaaS), and support services by up to 20% of the initial number of covered users identified in the EUIF for each enrollment (Collaboration and Security Choice) without incurring any additional charges.

**Q.** How does the 20% growth allowance work with different product families and models?

**A.** The 20% growth allowance can be used within the purchased enrollments (according to offer rules). This does not apply to device-level enrollments.

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## Enterprise Agreement Workspace

### General Questions

**Q.** What is the Cisco Enterprise Agreement (EA) Workspace?

**A.** The EA Workspace portal is a simple, enterprise-wide software license management and provisioning capability that displays EA license and usage information. Not only does it provide a self-service view, it also enables immediate self-service license download, entitlement management, and real-time consumption reporting.

**Q.** What are some of the key features of the EA Workspace?

**A.** Users can view EA entitlements at a glance, access online inventory management features, convenient re-hosting, customized reporting, and license multiple devices.

**Q.** What are the benefits of the EA Workspace?

**A.** With the EA Workspace, CIOs and IT Managers can manage their IT infrastructure, software licensing, and flexible consumption reporting 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.

### Manage Licenses

**Q.** Once a Smart License is generated in the EA Workspace, is it going to be managed in Smart Software Manager (SSM)?

**A.** Smart License quantities are generated from the EA Workspace and are pushed to Smart Software Manager (SSM). After successfully generating a Smart License from the EA Workspace, Customers will manage the product instances or devices on which they would like to consume the Smart license quantities. Customers may further transfer the generated license quantities to other Virtual Accounts and View the consumption and usage of their licenses. There is a Quick Reference Guide available here: [EA-SSM Fulfilling Smart Licensing Entitlements from the EA Workspace](#)

**Q.** Once a Classic License is generated in the EA Workspace, is it going to be managed in License Registration Portal (LRP) for Classic Licenses?

**A.** There is no license management in LRP for Cisco Enterprise Agreement licenses generated in the EA Workspace. No PAKs is one of the primary benefits of the EA Workspace.

**Q.** What exactly is meant by License Feature?

**A.** This refers to the features you can select once you pick a license to generate. These are features of the license itself.

**Q.** If when generating a license, we are prompted to register it on a device, will the license and the device be visible in LRP (assuming it is a classic license) or only in EA Workspace?

**A.** The classic license will be available only within EA Workspace.

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**Q.** How do I get my licenses when I can't find the email with the attached licenses?

**A.** Go to transactions tab, find specific transactions via device identifier, date or other attribute and use the resend or download command.

**Q.** What is the difference between requesting a provisioning and generating an EA license?

**A.** Request Provisioning is basically to request a cloud-based license that will be used on a device. Cloud licenses are provisioned, not downloaded. Provisioning Requests are not licenses based. They are requests to gain access to cloud/SaaS based products. Umbrella and Cloudlock are examples of Provisioning Requests and do need the specific HW serial numbers because they are not loaded onto a device. License Generation requests are to download tangible licenses (on-prem) installed onto a given device.

## Manage Reports

**Q.** Is there a report in EA Workspace that the Partners and Customers can run to check if there are overages?

**A.** Consumption Reporting baseline requirements and a Consumption Report for Customers and Partners is now enabled in the EA Workspace. The Consumption Report option is applicable to Cisco ONE (subscription-based), Cisco DNA, Data Center, and Security Choice EAs.

**Q.** How can I view the Consumption Report?

**A.** There are two ways to view an EA Consumption Report – using a link on the EAs tab or using the options on the Reports tab. Please note that at this time, this consumption report functionality is only be applicable to Cisco ONE (subscription-based), Cisco DNA, Data Center, and Security Choice Enterprise Agreements. In the EAs Tab select the Virtual Account for which you want to generate the report. Select Active Suits from the Drop-down menu to view all the active suits in this Virtual Account. Then Click on the View Consumption link. In the Reports Tab select the Virtual Account for which you want to generate the report. Then select the Suite Name and the Report Type – Consumption Report, Date Range and click on View (if you would like to see your report in the browser) or Export if you would like to Download it.

**Q.** Can Partners view the Consumption Reports of their Customers?

**A.** To view the Customer Consumption Reports, login to Cisco Software Central and click **View My Consumption** from the main screen. The Consumption One View interface will appear, showing all the Customers' Smart Accounts to which, the Partner has been given access, arranged alphabetically by Customer name. From this view, it is possible to download Consumption Reports for multiple Customers. For more information, please check the [Cisco Software EA Workspace Consumption Report Partner View \(Quick Guide\)](#)



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## Additional Resources

### Trainings and Additional Information

**Q.** Which EA Workspace training would you recommend?

**A.** Cisco Software EA Workspace [PDF Version](#)  
Cisco Software EA Workspace [On-demand video version](#)  
You can also [Request a Live Training session](#).

**Q.** Where can I find additional Training Resources?

**A.** You can leverage these additional resources:  
[Cisco Enterprise Agreement Subscriptions Quoting and Ordering for Partners](#)  
[Cisco Enterprise Agreement End User Information Form ORG for Customers](#)  
[Cisco Enterprise Agreement Hardware and Software Purchases](#)  
[Cisco Software EA Workspace Training](#)

**Q.** How can I sign up for Training?

**A.** Go to the [Cisco Software Training Schedule](#), where you will find the current training schedule for your Region (AMER, EMEAR, APJC). You can also [Request a Live Training session](#).

### Support

**Q.** Where can I learn more about the features and functionality of the EA Workspace?

**A.** Click on the Help Tab.

**Q.** Who do I contact for help?

**A.** For Collaboration EA Support, contact EA Collaboration Operations ([collab-ela-support@cisco.com](mailto:collab-ela-support@cisco.com))  
For Security EA 1.0 Suite questions, contact EA Security Operations ([secela-ops@cisco.com](mailto:secela-ops@cisco.com))  
For Security EA 2.0 & Choice EA Suites questions, open a case via [Support Case Manager](#) (SCM).  
For Cisco ONE, Cisco DNA, and Data Center EA questions, open a case via [Support Case Manager](#) (SCM).  
For EA Workspace access or Smart Account questions, open a case via [Support Case Manager](#) (SCM).  
To learn more on how to open a case in SCM, click [here](#).

**Q.** Can I use the Single Contract number to obtain TAC support for all Cisco products I've purchased?

**A.** No, the Single Contract number enables you to obtain TAC support for the EA entitled products only under your EA agreement.

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## Document history

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