



Service Description: Advanced Services – Fixed Price

Cisco Internet of Things (IoT) Digital Transformation Prototyping Service (ASF-DCV1-IAS-IOT)

This document describes Advanced Services Fixed Price: Cisco IoT Digital Transformation Prototyping Service.

Related Documents: This document should be read in conjunction with the following documents also posted at 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 IoT Digital Transformation Prototyping Service

Service Summary

The Cisco IoT Digital Transformation Prototyping Service is a five-week (5) prototype development and small scale testing service that is broken down into two phases:

- Stage 1: IoT Kickstart Ideation Workshop
- Stage 2: IoT Accelerate Prototype Design and Concept Testing

Deliverables

- Project Schedule
- Summary of Requirements and Questionnaire
- Ideation Workshop Summary of Findings and Use Case
- IoT Solution Prototype Plan of Record
- Working IoT Solution Prototype Design
- Digital Transformation Prototype Design Test Results Report
- Digital Transformation Executive Readout Presentation

Location of Services

Services are delivered as a combination of remote and on site to Customer.

Limitations and Exclusions

The Cisco IoT Digital Transformation Prototyping Service has the following Limitations and Exclusions:

- The IoT Kickstart Ideation Workshop occurs at the Customer premises and has a maximum duration of two (2) days, and up to eight (8) hours of working sessions per day
- The IoT Kickstart Ideation Workshop activity is limited to the development of three (3) leading ideas into use cases
- While multiple use cases can be articulated during the IoT Kickstart Ideation Workshop, only one (1) use case can be identified for IoT Accelerate Prototype Design and Concept Testing activities
- The total duration of the IoT Accelerate Prototype Design and Concept Testing is four (4) weeks, unless mutually agreed between the Parties

- The Working IoT Solution Prototype Design is a technical solution built on the single, mutually accepted use case that came out of the IoT Kickstart Ideation Workshop. The scope of functionality associated with that use case and the prototype design is mutually agreed between Customer and Cisco. The scope intent for the prototype design is to create a rough working model including the cloud-based and/or on premise based services and software, sourcing and deploying different connected sensor modules, and demonstrating connectivity to an application or a custom IoT dashboard. This working prototype will help validate the concepts articulated in the single selected use case and capture learnings that can be applied to further development and refinement activities. The prototype design is not intended to be optimized or otherwise suitable for production deployment without this further development and refinement activity.

- Present the Digital Transformation Executive Readout Presentation to Customer key stakeholders in a remote meeting conducted by Cisco.

Customer Responsibilities

- Custom shall provide any feedback on documentation submitted by Cisco for review within two (2) business days after Cisco's transmission to Customer.
- Designate Customer personnel responsible for providing information and feedback during the review kick-off conference call.
- Participate in kick-off conference call to provide 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. Schedule Customer key stakeholders to attend the Executive Summary presentation meeting.
- In some cases, it may be necessary for Customer to enable a remote access method to access or interface with target devices or software at the Customer location(s), and if required, Customer is obligated to enable such remote access via a mutually acceptable method.
- In the event Customer elects to uninstall, disable, and/or remove any Cisco-owned or third party software application and/or hardware used in performance of the Service, Customer shall return such content to Cisco unless otherwise instructed by Customer.

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.

Cisco Responsibilities

- Conduct a kick-off conference call with Customer to review the project, coordinate scheduling, facility locations, and facility requirements (for the IoT Kickstart Ideation Workshop).
- Provide the IoT Kickstart Ideation Workshop data gathering questionnaire to Customer for completion.
- Execute and facilitate the IoT Kickstart Ideation Workshop at the Customer premises.
- Provide the Ideation Workshop Summary of Findings and Use Case to Customer for review and feedback.
- Create a set of functional requirements and specifications, logistics plan, integration and dependencies, test plan, and success criteria and include them in the IoT Solution Prototype Plan of Record.
- Submit the IoT Solution Prototype Plan of Record to Customer for review and feedback..
- Develop a working prototype for testing, based on the Ideation Workshop Summary of Findings and IoT Solution Prototype Plan of Record. This includes the creation of the physical prototype; Deployment of the prototype to a test environment; Collect, collate, and store the data in the provided Cloud platform; Export data for analysis; Involve third parties (where necessary) for subject matter expertise; Undertake testing against the test plan; Asses the prototype against the success criteria; Analyze data and highlight additional use cases (if any are identified); Perform adjustments and retest where necessary.
- Upon conclusion of Service, Cisco shall uninstall, disable, and/or remove any Cisco-owned or third party software application and/or hardware used in performance of the Service unless otherwise removed by Customer.
- Prepare a Digital Transformation Executive Readout Presentation for presentation to the Customer's key stakeholders. This readout includes: Executive summary of the project; Documentation of the key findings and test results; Analysis of any opportunity for commercialization; Review of the Customer value proposition; Identification of the identified scale-out costs; Review of the time to value / return on investment analysis; Recommendations on any identified next steps.

- 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 ninety (90) 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 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.