

Cisco Metapod™ Support Options

A Different Kind of Private Cloud

Cisco Metapod is a different kind of private cloud. There's no distribution to download and figure out, and no hardware appliance that's quickly out of date. We give you a public cloud experience, privately - where we take care of what's "behind the curtain" so you can build and operate amazing apps.

Your Metapod availability zones are engineered and remotely operated 24 hours a day, 365 days a year, from our secure operations center. That means that we take responsibility for keeping your cloud running all day, every day, while your team uses the real-time hypervisor and OS insights from our dashboard to provide a world-class cloud platform for your developers.

Support Options

We offer two support options: Standard Operations (which is included in your subscription) and Advanced Operations, summarized in Table 1.

Table 1. Support Options

Feature	Description	Standard Operations	Advanced Operations
Support help center	Cloud administrator access to support portal, product documentation, and support engineers 24x7x365	Website and phone	Website and phone
Service level agreement guarantee	Response-time SLA and uptime guarantee	Emergency request ticket response time of 2 hours or less	Emergency request ticket response time of 30 minutes or less, and 99.99% Metapod platform availability guarantee
Maintenance and upgrades	Proactive troubleshooting, including operating system, cloud software patches, upgrades, and virtual machine migrations	Yes; during Cisco-defined maintenance windows	Yes; Cisco to use customer-defined maintenance windows
24x7 proactive monitoring	Proactive monitoring of hardware contained in the Availability Zone, to alert Customer to potential issues and assist in resolving those issues.	Yes	Yes
Capacity planning consultation	Advice and guidance on cloud performance and scaling to meet both current and future needs; includes help with server, storage and networking equipment choices and architecture.	Available through Cisco Professional Services	Yes; up to 4 hours a month Additional support available through Cisco Professional Services
Capacity additions	Support for when customer adds to existing cloud controllers, hypervisors, storage, or networking resources.	Yes	Yes
Hardware replacement and refresh support	Support for when customer replaces/refreshes existing cloud controllers, hypervisors, storage, or networking resources. (Note: Support for replacing defective hardware on a "like for like" basis is included.)	Available through Cisco Professional Services	Yes; up to 2 projects per year Additional support available through Cisco Professional Services
Price		Included	10% of monthly recurring fees

For More Information

<http://www.cisco.com/go/openstackprivatecloud>



Americas Headquarters
Cisco Systems, Inc.
San Jose, CA

Asia Pacific Headquarters
Cisco Systems (USA) Pte. Ltd.
Singapore

Europe Headquarters
Cisco Systems International BV Amsterdam,
The Netherlands

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at www.cisco.com/go/offices.

Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: www.cisco.com/go/trademarks. Third party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1110R)

Printed in USA

10/11