



The bridge to possible

# Cisco Enterprise Agreement 3.0

Program Guide

April 2023

# Introduction

**An Enterprise Agreement (EA) offers you more than just a service agreement or buying program, it brings you the power and breadth of our entire software and services portfolio under a single, simplified agreement. It gives you easy access to the Cisco technologies you need to scale rapidly and accelerate at the speed of business. An EA not only simplifies purchasing, it offers you a future-ready software subscription strategy that delivers greater value, agility, and flexibility for your organization.**

**This guide is an overview of the Enterprise Agreement and its benefits to your organization and includes details on the catalog of software and services.**

**If you have additional questions, contact your Cisco account team or your Cisco EA Authorized Partner.**

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# Overview

**The Cisco Enterprise Agreement brings you the power and breadth of Cisco's entire software and services portfolio under a single, simplified agreement with common terms. An EA delivers exceptional value, agility, and flexibility for your enterprise.**

## One Agreement

Get full access to our software and services portfolios with common terms from your initial purchase to any future purchases

## Easier Expansion

Easily invest in the technology to support accelerated business transformation when you need it.

## Comprehensive Solutions

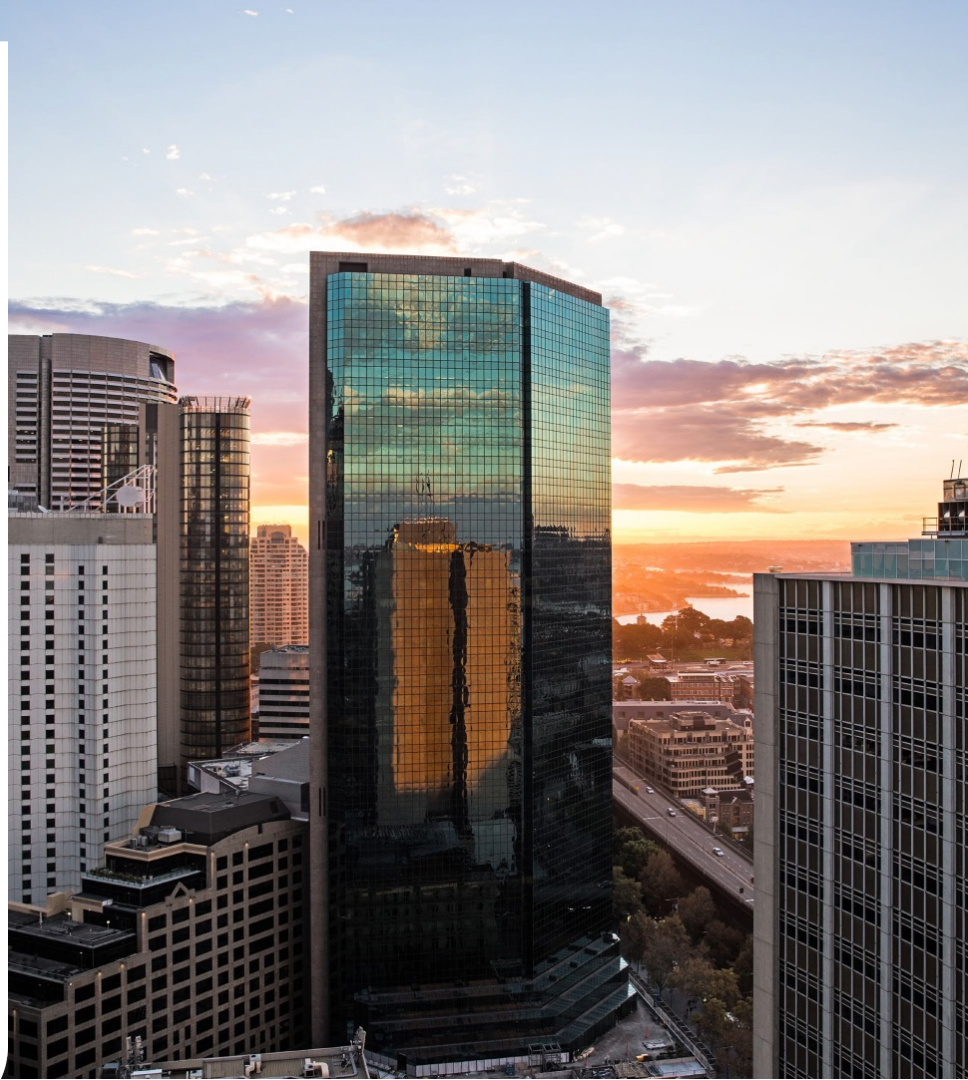
Create a custom solution or select a pre-packaged solution to address business needs.

## Exceptional Value

Maximize your investment with access to exclusive offers, incentives, and our industry-only True Forward.

## Simple Membership

Get all the benefits of the Cisco Enterprise Agreement for as little as \$100K total contract value.



# Getting started

**The Cisco Enterprise Agreement (EA) is comprised of five portfolios that encompass our software and services suites. These include Networking Infrastructure, Applications Infrastructure, Collaboration, Security and Services.**

**To qualify for the Cisco Enterprise Agreement, you must commit to spend at least \$100K in Full Commit Suite(s) over the course of their 3 or 5-year term. Each portfolio has qualifications for Full Commit and enterprise coverage, where applicable.**

## Enterprise-Wide Coverage

The Cisco Enterprise Agreement is designed to cover your entire enterprise. When you purchase through an Enterprise Agreement, the EA Program Terms will apply to your initial purchase as well as any suites you subsequently purchase through the same partner and co-term to your original EA contract.

This keeps key program dates consistent across all your co-term purchases, like renewals and True Forward events, so you can grow your business, without growing complexity. Note, the Terms also apply to purchases not co-terminated, but this will result in multiple end/anniversary dates.

## Price Predictability

Whether you are purchasing a Full or Partial Commit Suite, Cisco offers predictable pricing for the term of your agreement.

### Full Commit Suites

All Full Commit Suites come with not-to-exceed pricing protection, which is our assurance that your price for that same product will not increase for the remainder of your Suite term despite any future growth. Please contact your EA Authorized Partner for details.

### Partial Commit Suites

All Partial Commit Suites and Add-on Suites have a fixed discount for the remaining term after your initial purchase, which means that the same discount will be applied (against then-current list price) for any future growth for that same product for the remainder of your Suite term. Please contact your EA Authorized Partner for details.

The EA assures you that you will not be charged twice for the same software under the Cisco Enterprise Agreement. When you purchase two or more Full Commit Suites within a software portfolio, you may qualify for additional multi-Suite discounts. For any questions or concerns about pricing, contact your EA Authorized Partner for details.

## Access to Cisco Portfolio

When you purchase through the Cisco Enterprise Agreement, you get access to our industry-leading software and services portfolios.

In order to enter into a portfolio, you must purchase at least one (1) Full Commit Suite in that portfolio. Once you have met minimum requirements for a Full Commit Suite within a portfolio, all other Suites and Add-ons in that portfolio are available to purchase with no minimum requirements. If you choose to purchase another Suite in that portfolio without meeting the minimum requirement, those Suites will be considered 'Partial Commit' Suites.

If the Full Commit Suite is within Collaboration, Networking Infrastructure or Applications Infrastructure Portfolios, you will also be able to purchase Partial Commit Suites within Security Portfolio with no minimum requirements. The Services Suites described in the Services Portfolio are only available if an Underlying Suite has been purchased. Your initial services entitlement and the pricing of your Services Suite are based in part on your Underlying Suite(s) commitment. Your Underlying Suite refers to the product Suite you have purchased which you are electing to cover with the Services Suite.

## Getting started

### Growing within the Enterprise Agreement

We know that business is dynamic, which is why the Cisco EA allows you flexibility to grow. The Cisco Enterprise Agreement has multiple features that provide you with more agility to respond to business needs, including Growth Allowances, our industry-leading True Forward process, and the ability to Value Shift.

#### Growth Allowance

Certain portfolios offer a one-time 15% growth allowance on top of your entitlement for the term of your agreement. See the Buying Program Offer Descriptions for more detail.

#### True Forward

True Forward is Cisco's periodic billing process during a Cisco Enterprise Agreement term. Unlike other enterprise license agreements that require a "true up" every year that charges you for past use above what you purchased, Cisco's EA program allows you to grow without a retroactive, surprise bill. Instead, your growth (after an allowance, if applicable) is periodically reviewed and included in the next "True Forward" event, and you only pay on a going-forward basis as part of your predictable billing period.

#### Value Shift

Just as you have flexibility to grow, the Cisco Enterprise Agreement also offers flexibility to transfer unused license values (and their associated service values) to other licenses within the same Suite, or between Suites if eligible. This Value Shift is applied by your EA Authorized Partner at your annual True Forward event. See the ['How True Forward works'](#) section for more details.



# True Forward

# How True Forward works

## What is True Forward?

True Forward (TF) is Cisco's periodic billing process during a Cisco Enterprise Agreement (EA) term. Unlike other enterprise license agreements that require a "true up" every year that charges you for past use, Cisco's EA program allows customers to grow without a retroactive, surprise bill for past use above what you purchased. Instead, your growth (after an allowance, if applicable) is reviewed quarterly and included in the next "True Forward" invoice, and you only pay on a going-forward basis as part of your predictable billing period.

Your True Forward schedule is established at the time of the initial EA order. This means Suites and Add-ons purchased subsequently will follow the same schedule, making it easy for you to manage your complete investment with Cisco.

## When do we True Forward?

A True Forward invoice is either scheduled annually (Annual TF) for Full Commit Suites or quarterly (Quarterly TF) for Partial Commit Suites and Add-on Suites.\* For Full Commit Suites, a special off-cycle True Forward invoice can also be triggered before the annual anniversary of the Suite term by exceeding the initial growth cap (usage above 105% of your entitlement in the first six months), or by an exceptional growth (usage above 115% of your entitlement after the first six months).\*\*

Additionally, for certain Suites a 15% growth allowance applies. This means that after the first six months of your Suite term, you can use up to 15% over your initial entitlement without additional charge. If growth expands beyond the permitted the 15%, Cisco reserves the right to issue an off-cycle True Forward invoice will be for growth beyond the 15% allowance.

Your Services Suites True Forward calculations will be done separately from those in your Underlying Suite. However, the True Forward date for your Services Suites and Your Underlying Suite(s) will be the same. The purchase of a Services Suite does not modify any obligations in Your Underlying Suite(s).

\*Quarterly True Forward billing is currently not activated. Orders associated with Partial Commit Suites will be executed at the Annual True Forward milestone until the Quarterly True Forward functionality is activated by Cisco. Cisco will provide notice to EA partners of record 90 days prior to commencement of quarterly TF billing cycle.

\*\*Examples of license or service usage could include downloading or installing software, provisioning licenses, activating licenses, accessing software or cloud services.

## True Forward

# Full Commit Suite Growth

### Growth Basics

- Customers can always grow during the term of their contract.
- Growth will be captured during the next True Forward event. See Offer Descriptions for more detail.

		Initial Growth Cap	Growth Allowance	Exceptional Growth
		During the first 6 months of the contact, growth above 105% of the initial entitlement may initiate an early True Forward event	Only Security and Collaboration allow for 115% Growth of initial entitlement	<ul style="list-style-type: none"> <li>• Consumption exceeding 115% of the initial entitlement during the term may initiate an off-cycle True Forward event</li> <li>• Applies to all portfolios</li> </ul>
Limits	Threshold	Up to 105% Growth	Up to 115% Growth	Above 115% Growth
	Timespan	First 6 months	One-time over term of contract	Over term of contract
Portfolios	Network Infrastructure	✓	✗	✓
	Applications Infrastructure	✓	✗	✓
	Collaboration	✓	✓	✓ 115% above Growth Allowance
	Security	✓	✓	✓ 115% above Growth Allowance
	Services	✓	✗ *Security and Collaboration SW Services are eligible for Growth Allowance	✓



## True Forward

# True Forward example

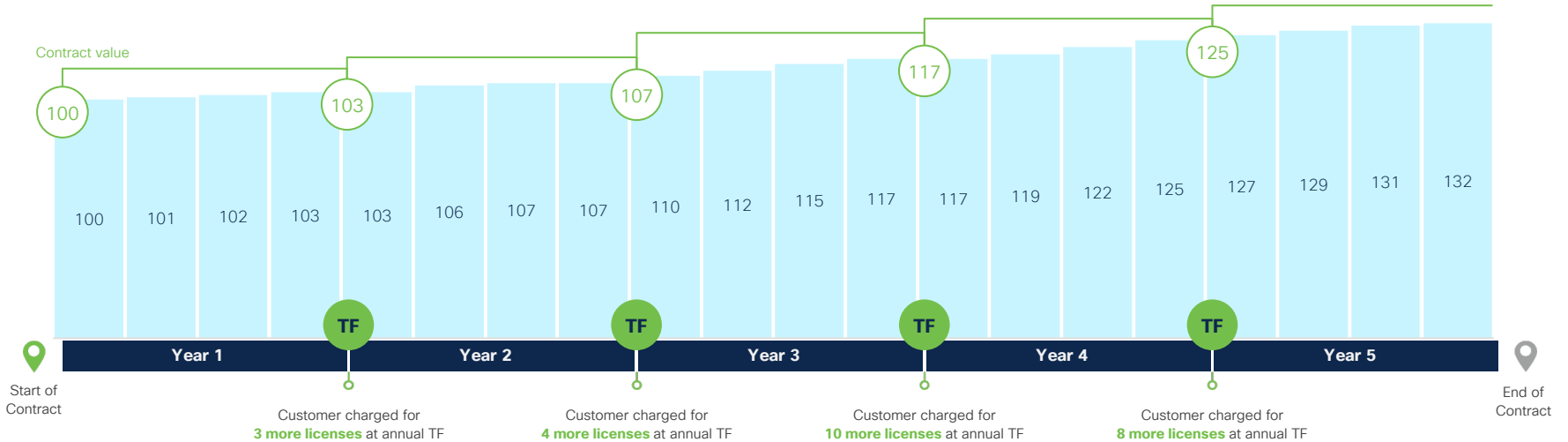
### True Forward Example

- Customer purchases 100 licenses (for a Full Commit Networking Infrastructure Suite) in a 5-year agreement
- True Forward will be assessed each anniversary (annually)

### True Forward applies to all Portfolios



**TF** True Forward Event    **X** Initial Purchased Quantity



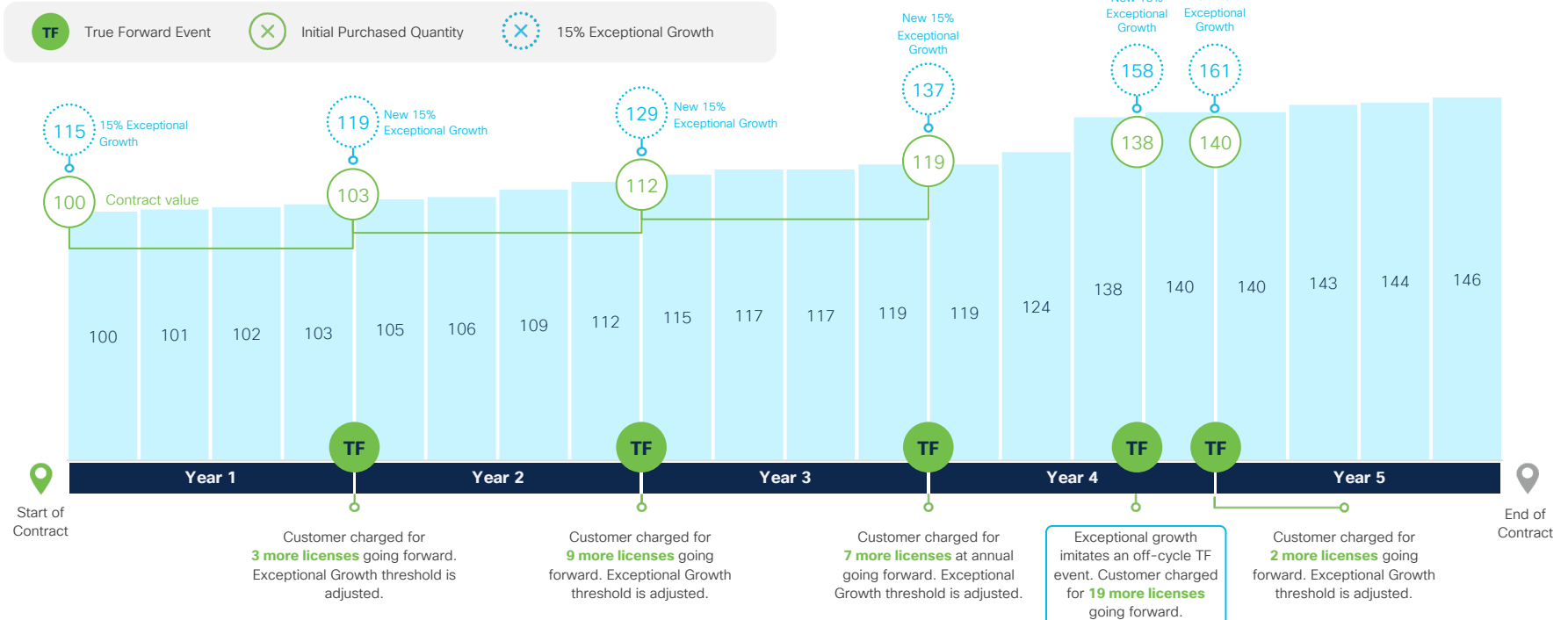
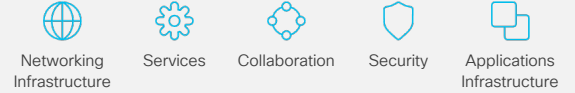
## True Forward

# True Forward & Exceptional Growth Example

### True Forward Example

- Customer purchases 100 licenses (for a Full Commit DNA Suite) in a 5-year agreement
- Exceptional Growth is set to 15% (115% of initial entitlement) and reset each time.
- True Forward will be assessed each anniversary (annually)

### Exceptional Growth applies to all Portfolios



## True Forward

# True Forward/Growth Allowance/Growth Cap Example

### True Forward Example

- Customer purchases 100 licenses (for a Full Commit DNA Suite) in a 5-year agreement
- Exceptional Growth is set to 15% (115% of initial entitlement quantity)
- True Forward will be reviewed and assessed each anniversary (annually)

### 15% included Growth Allowance applies on to:



TF True Forward Event    
 X Initial Purchased Quantity    
 X 15% Exceptional Growth

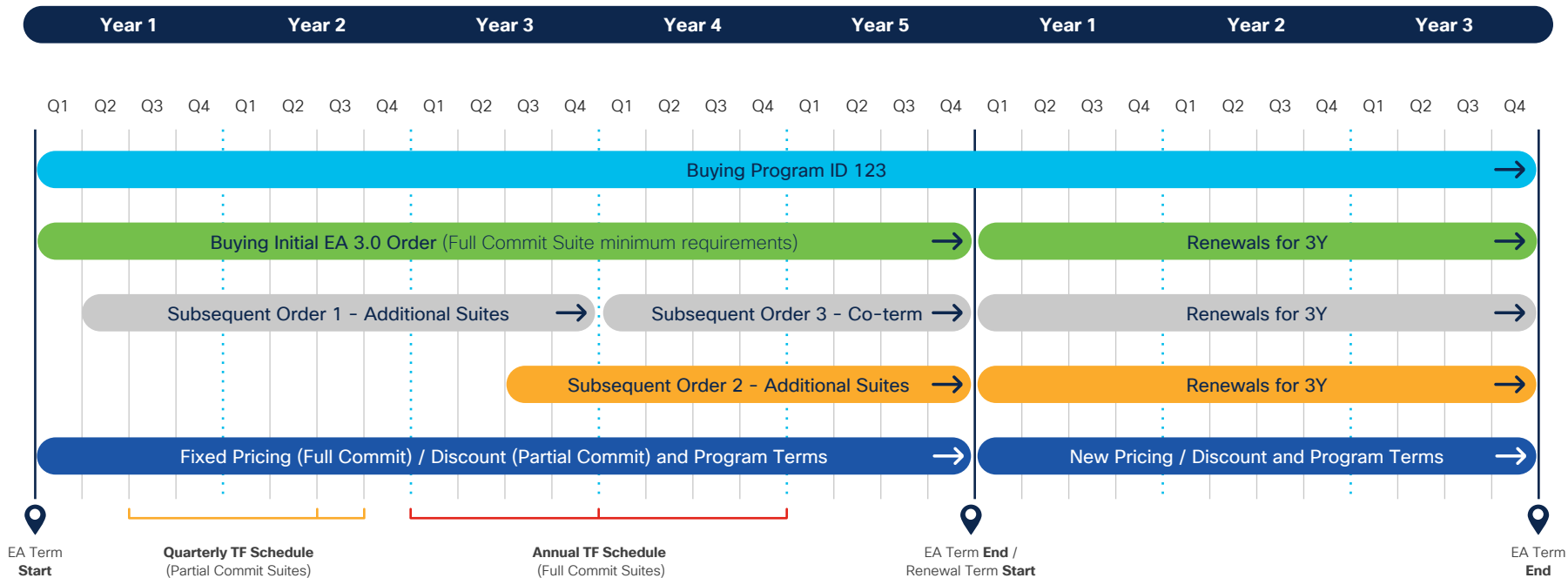


## True Forward

# True Forward Calendar

The initial EA 3.0 Order establishes the term for all Suites (all subsequent orders co-term) and the coordinated schedule for all True Forwards.

Example: 5Y initial EA purchase with a 3Y Renewal



## True Forward

### How can I monitor my entitlement usage?

The Cisco Enterprise Agreement Workspace (EA Workspace) provides you access to reports that help you monitor and manage your entitlements. See the ['Buying and Managing Your Enterprise Agreement'](#) section for more detail.

### How is True Forward Calculated?

True Forward amounts are calculated based on your use during the measurement period in relation to your entitlement. Your usage will be periodically reviewed for each Suite and Add-On on a quarterly\* or annual basis, against your Entitlement. See the Offer Descriptions for more information. If your usage is found to be in excess of your Entitlement for the measured Suite or Add-on, then you will pay all associated charges for such increased usage for the remainder of the Suite Term, and your entitlement for that Suite or Add-on will be adjusted on a going-forward basis to the increased usage level.

You will be responsible for the charges associated with the increase in use, as calculated on a pro-rata basis for the remaining months in the Suite term and based on the applicable pricing or discount through the Cisco EA Authorized Partner that sold you the Suite. For Full Commit Suites, the maximum price you will pay is the original price set by your Cisco EA Authorized Partner at the time of your original order. For Partial Commit Suites and Add-ons, the price is based on the current price at time of True Forward transaction minus the discount set by your Cisco EA Authorized Partner at the time of your original order. Note, Thousand Eyes True Forward is calculated differently, please see the Offer Description for more detail.

\*Quarterly True Forward billing is currently not activated. Orders associated with Partial Commit Suites will be executed at the Annual True Forward milestone until the Quarterly True Forward functionality is activated by Cisco. Cisco will provide notice to EA partners of record 90 days prior to commencement of quarterly TF billing cycle.

## Value Shift

**Intra Suite:** If you have purchased Full Commit Suites, eligible for Value Shift, in the Networking Infrastructure, Applications Infrastructure or Security portfolios, the unused licenses will offset the growth in the same Suite during a True Forward event. This means that the residual value of any purchased but unused licenses in the Suite will be applied against the cost associated with the license overages in Use in the same Suite. See the ['Resources'](#) section for additional details.

**Cross Suite:** Certain Full Commit Suites may be eligible for the Value Shift method between Suites (see Offer Descriptions) in which case you will be permitted to apply the residual value of purchased and unused licenses, and purchased licenses previously in use but for which You agree that You will cease using (i.e. licenses associated with decommissioned hardware) from an eligible Full Commit Suite to be reallocated to offset excess Usage in another eligible Full Commit Suite in the same True Forward review. The Cross Suite Value Shift method can only be applied at an annual True Forward event, if You provide your EA Authorized Partner with at least sixty days advance notice prior to your next annual True Forward event. To qualify for this Cross Suite Value Shift, the Full Commit Suites must have been purchased from the same EA Authorized Partner at the same time and for the same term with the initial EA order. Any Cisco Technology Suite licenses eligible for Cross Suite Value Shift may be shifted to another Cisco Technology Suite eligible for Cross Suite Value Shift but may not be shifted to Services Suites.

If you upgrade a Partial Commit to a Full Commit during a True Forward event, the True Forward price will be set for all future purchases for the applicable Full Commit Suite, providing even more financial predictability. Please reach out to your EA Authorized Partner for details.

**Note:** Please reach out to your EA Authorized Partner for details.

# Buying and Managing your Cisco Enterprise Agreement

## Buying and Managing your Cisco Enterprise Agreement

The Cisco Enterprise Agreement was designed to make it easy for you to buy and manage your software licenses. The Cisco Enterprise Agreement Workspace helps simplify how you manage and provision your enterprise software licenses.

### EA Suite Start Date

Your EA Suite Start Date is based off the 'Requested Start Date (RSD)' on the Purchase Order. Your EA Authorized Partner may choose any desired RSD starting as early as the day of order submission or as late as 90 days post purchase.

Once your EA Authorized Partner's purchase order is processed through Cisco's transaction system, your EA Subscription becomes active, and this marks the EA Suite start date. You will receive an email with your EA Welcome Letter, EA Suite Start Date, and other instructions on how to access Cisco's EA management platform.

If you are ordering Cisco Hardware along with your EA order, ask your EA Authorized Partner to ensure that your EA Start Date aligns with your hardware shipment date. If your EA Authorized Partner does not take into consideration the hardware deployment schedule when placing the EA order, your EA Suite Start Date will be the ship date +1.

### Partner Engagement

Cisco offers you flexibility in selecting an EA Authorized Partner that is right for your business. You may choose to have different EA Authorized Partners aligned to products and services based on their specializations.

Once you have selected a Cisco EA Authorized Partner for a specific portfolio, you are also opting to use the same Cisco EA Authorized Partner for purchases of any associated Suites, and/or Add-Ons within that same portfolio and associated Services Suites for the duration of the EA Term. Also, any increase in Entitlements because of a True Forward event must be purchased through the EA Authorized Partner that sold you the Suite in that portfolio.

If you wish to contract with more than one Partner per Portfolio, this may be accommodated on an exception basis but could result in the forfeiture of certain EA benefits.

Please contact your Cisco account team for details.

## Buying and Managing Your Cisco Enterprise Agreement

### Flexible Payment Solution: Cisco Capital

Cisco Capital may be available to support your transition from individual software licenses to multi-year contracts. It helps you lock in costs, preserve cash, align budget to license benefits, all in one predictable periodic payment.

Cisco Capital is available globally and would allow you to spread the cost of your enterprise agreements over time, with offer terms that can be aligned to your Suite term of 3-5 years. Visit <http://cisco.com/go/financing> to learn more.

### Enterprise Agreement Workspace

The Enterprise Agreement (EA) Workspace is an enterprise-wide software management and provisioning tool. It serves as a common platform for the Cisco Enterprise Agreement. With the EA Workspace, you can manage your IT infrastructure, software licensing, and usage reporting in real time. This enables you to keep mission critical systems running, manage your overall entitlements, and forecast for future IT purchases in a timely manner.

#### The Enterprise Agreement Workspace enables you to:

- Manage and provision entitlements
- Generate software licenses on-demand as needed by the business
- Migrate licenses from legacy devices to new devices
- Track licenses against purchased Enterprise Agreement entitlements  
(To access EA Workspace, login to [software.cisco.com](https://software.cisco.com) with your Cisco ID and Password.)

**Note:** Meraki Suites may not have all the functionality of the Enterprise Agreement Workspace available.

If you would like your Cisco EA Authorized Partner to access to your EA Workspace through your Smart Account, you can grant them access. Instruct the partner to [request access](#) and EA Workspace will send approval to your Smart Account Administrator.



# Additional Resources

[Cisco Software Central homepage](#)

[Enterprise Agreement webpage](#)

[Networking Infrastructure Portfolio Guide](#)

[Applications Infrastructure Portfolio Guide](#)

[Collaboration Portfolio Guide](#)

[Security Portfolio Guide](#)

[Services Portfolio Guide](#)

[True Forward FAQ](#)

[Smart Accounts](#)

[Cisco Capital](#)

[Buying Program Offer Descriptions](#)

Search for EA Authorized Partners for the Cisco Enterprise Agreement with the [Partner Locator Tool](#).