SD-WAN   
Advise, Implement, and Migration Service

Uncompromised Experience over Any Connection

Services Proposal for <<client>>

Insert Client Logo

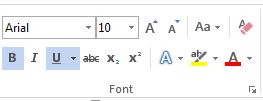
   
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   * <<xxx>> (enter textual content as needed)
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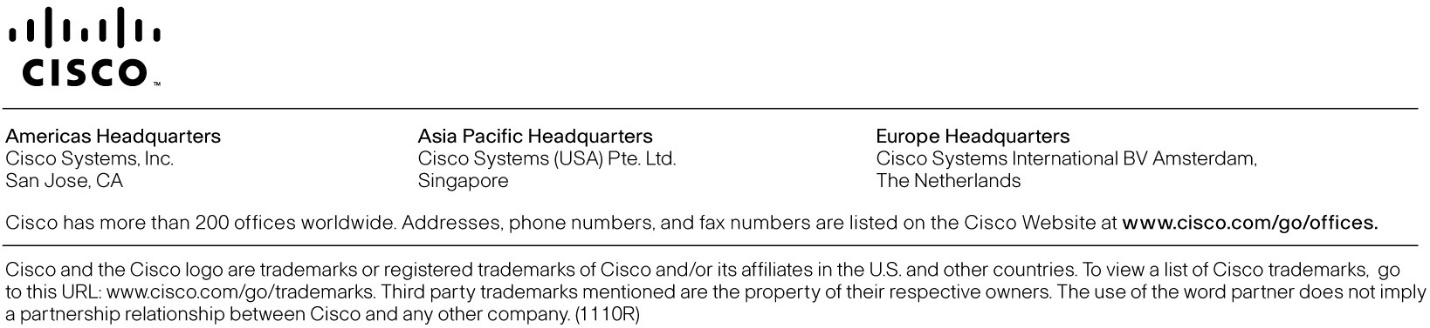


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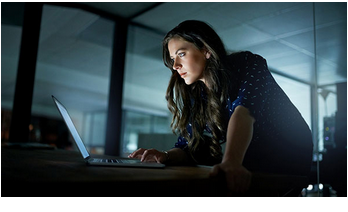
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Executive Summary



Consistent User Experiences

Our service includes solution design, equipment placement, and ongoing management optimization to help you:

* **Simplify branch operations** with a single multi-service networking platform
* **Deliver premium-grade network experiences** using low-cost Internet bandwidth
* **Avoid backhauling branch traffic** to the data center
* **Protect all branch office endpoints** from threats with proven security

What You Need: Secure Connection of Any User, Any Application, Anywhere

Your ability to bring disruptive ideas to market depends on the power of your network. But you find yourself under pressure to meet the growing bandwidth demands of cloud services, mobile traffic, and video in your branch sites. Not adding bandwidth could clog the network, cause poor user experiences, and slow down business response times.

Your business should define your network—not the other way around. You need a way to:

* Decrease operating costs by choosing the most cost-effective transport available.
* Deliver WAN traffic at LAN speeds, allowing you to deploy applications that demand high bandwidth and low latency without an expensive WAN circuit upgrade.
* Identify and address potential migration issues before they arise by evaluating your migration plan against proven industry methodologies.
* Free up your IT teams to focus on things that matter most, like growing your business and serving your customers better, instead of managing network devices.

Are you confident that your network can scale to support planned and future technologies, applications, and upgrades?

We can help.

Cisco SD-WAN Advise, Implement, and Migration Service

Cisco® SD-WAN Advise, Implement, and Migration Service lets you simplify your WAN and provide a reliable application experience over any connection. We help you deploy and manage remote branch office connections—securely and cost-effectively—to drive digital transformation.

Our service allows you to migrate to a hybrid WAN architecture without compromising performance or security. How? With visibility into the traffic running across the network and the ability to automatically direct that traffic along the best available path based on real-time network conditions.

We deliver application-centric connectivity on any connection or platform, for all your users, enabling you to identify applications and gain ubiquitous visibility over the network. Our experts work with your IT staff to determine if your network architecture, physical sites, and operational staff are ready to support migration to a Cisco SD-WAN solution, so you can prioritize applications based on business policies and accelerate application performance where it matters most.

Service Benefits

Bring up new branches in minutes. Ease management and troubleshooting. Give your users and sites secure connectivity over any connection type. Our service offers you a scalable way to remotely manage WAN traffic growth from cloud, mobility, and video on a smaller branch footprint. You can right-size your branch-office connections using WAN transport options—without affecting performance, security, or reliability. We help you:

* Implement a single integrated platform that simplifies IT operations.
* Gain granular control from the branch office to the cloud for consistent management.
* Improve the efficiency of network staging and migration by testing your migration procedure prior to implementation.
* Deliver security at scale to protect users from threats.
* Converge multiple network optimization functions in a single solution—providing unified performance.
* Provide context-aware routing that delivers a robust application experience.

Service Components

Assessment (SD-WAN Migration)

We work with you to determine the requirements for the assessment. Then, we conduct interviews, collect data, review technical controls and architecture, and analyze the findings to produce an Assessment Report.

Solution Requirements Development

We conduct interviews with your key stakeholders and use questionnaires and whiteboard sessions to discover and gather your specific requirements.

Solution Design

We help you develop an in-depth, detailed design for your new SD-WAN solution. The implementation-ready design presents customized recommendations and options to fit the specific needs of your business.

Implementation Plan Development

We assist with implementation planning using Cisco best practices to help improve implementation efficiency, accuracy, and success.

Implementation Execution

Our team evaluates your implementation against industry standards. This assists you in overcoming many common practical and technical challenges involved in expanding your SD-WAN.

Implementation Support

A Cisco expert delivers <<onsite/remote>> support services during the implementation of your SD-WAN solution, so you can feel more confident.

Migration Plan Development

We conduct a workshop with relevant key stakeholders to gather and agree upon the migration requirements and develop a Migration Plan. It may include migration steps aligned to the existing design document, as well as operational changes and switchover dependencies.

Migration Execution

After confirming the migration schedule with you, our experts perform the migration of your SD-WAN solution to a production environment in accordance with the agreed-upon Migration Plan, including the tasks to migrate sites, systems, solutions, end users, and networks.

Test Plan Development

Using agreed-upon testing criteria, we test the upgraded system’s functionality. And we collaborate with you to resolve any issues.

Testing Execution

We perform testing in accordance with the agreed-upon Test Plan and update the Test Plan to include the test results, test failures, problem identification, and recommendations.

Knowledge Transfer

We can provide relevant training, collateral, and handoff procedures, as needed.

Cisco SD-WAN Advise, Implement, and Migration Service—Technical Offer Details

1. Technical Offer Details are not a contract. For specific information on contractual agreements, please refer to the governing Service Description or Statement of Work.

Service Components

Assessment Service (SD-WAN Migration)

Activities

* Gather <<client>> information for the purposes of drafting the SD-WAN Migration Assessment Report by:
  + Reviewing <<client>>-provided information and documentation.
  + Conducting interviews with key <<client>> stakeholders.
  + Remotely accessing <<client>>’s existing WAN devices via Secure Shell (SSH) to determine the SD-WAN capabilities and configuration of devices.
  + Reviewing the Bill of Materials (BOM) created by <<client>>.
* Draft the SD-WAN Migration Assessment Report, which will include:
  + Existing (as-is) WAN architecture.
  + Compatibility of interfaces.
  + Memory requirements of target WAN routers.
  + WAN features gap analysis.
  + Feedback on the <<client>>-created BOM.
  + WAN routers hardware recommendations.

1. Assessment only includes <<client>>’s current WAN router network.

* Provide the SD-WAN Migration Assessment Report for review and approval.

Deliverables

* SD-WAN Migration Assessment Report

Solution Requirements Development

Activities

* Gather <<client>> information for the purposes of drafting the Solution Requirements Document by:
  + Providing <<client>> with a Requirements Questionnaire to list <<client>> business objectives and technical requirements for the proposed solution.
  + Conducting a <<#>> business-day <<remote/onsite>> Requirements Gathering Workshop.
  + Conducting interviews with key <<client>> stakeholders.
  + Reviewing existing <<client>> documentation related to current and planned architectural designs.
  + Reviewing requirements of the proposed solution gathered from the <<client>> and performing a gap analysis against the current architectural designs, the results of which will be included in the Solution Requirements Document.
* Draft a Solution Requirements Document, which may include the following:
  + Business, technical, and operational requirements.
  + Future technology plans.
  + Identified feature or functionality gaps.
* Provide the Solution Requirements Document for review and approval.

Deliverables

* Solution Requirements Document

Solution Design

Activities

* Gather and review <<client>> information for the purposes of drafting the Solution Design by:
  + Reviewing <<client>>-provided information
  + Conducting a <<#>> business-day <<remote/onsite>> Design Workshop.
  + Conducting interviews with key <<client>> stakeholders.
  + Adding any other methods/inputs Cisco may use to draft the Solution Design Document.
* Draft the Solution Design Document, which shall be limited to the following:
  + New technical objectives and requirements fulfilment.
  + Definition of design recommendations.
  + Network topology.
  + Routed and routing protocols.
  + High-availability platform features/protocols.
  + Controllers and network management systems.
  + QoS.
  + Security infrastructure.
  + Required data rates, target throughput, desired availability.
  + SD-WAN application.
  + Network logical and physical topology.
  + IP addressing scheme.
  + Hardware platform recommendations.
  + Cisco platform configuration templates for the aforementioned protocols and features.
  + Software release recommendations based on features and/or functionality.
  + Multicast.
  + <<Optional: Remove bullet if embedded security not applicable>> Intent-based security design with embedded features (Application Firewall, Intrusion Prevention, on box URL Filtering, Advanced Malware Protection (AMP) and/or integration to existing Umbrella® service, if <<client>> has the appropriate product licenses).
* Provide the Solution Design Document for review and approval.

Deliverables

* Solution Design Document

Implementation Plan Development

Activities

* Gather and review <<client>> information for the purposes of drafting the Implementation Plan by:
  + Reviewing <<client>>-provided information.
  + Conducting <<#>> business day <<remote/onsite>> Implementation Plan Development Workshop to discuss the high-level implementation strategy and review and finalize all implementation scenarios based on the input from <<client>>.
  + Conducting interviews with key <<client>> stakeholders.
  + Reviewing <<client>>-provided information for organizational change management processes and recurring time periods that prohibit implementation activities.
* Draft the Implementation Plan, which will be based on the approved Solution Design and supports network refresh and product migration activities; the Implementation Plan may include:
  + Detailed systematic procedures for solution implementation.
  + Recommended implementation sequence and scheduling as per the timeline for the proposed implementation.
  + Rollback procedures (if any).
  + Configurations for the relevant solution.
  + Requisite list of high-level events, phased changes, and activities in order to introduce new hardware and protocols into the network.
  + Network dependencies and impact and risk mitigation steps for the migration.
  + Alignment to organizational implementation policies and change management goals.
  + Method of procedure (MOP) for cutover and post cutover connectivity planning and testing.
  + Controller policy to satisfy control plane and data plane requirements that dictates the end to end rollout.
  + Master configuration templates for representative device or site types.
  + Reusable templates and standardized MOPs for a maximum of <<#>> representative sites.
  + Site-specific configurations based on master template for up to <<#> hardware platform types.
* Provide the Implementation Plan for review and approval.

Deliverables

* Implementation Plan

Implementation Execution

Activities

* Install the Cisco products in accordance with the Cisco product specification and execute the tasks and procedures documented in the Implementation Plan.
* Install <<#>> instance of each controller and <<#>> network management system.
* Remotely deploy <<#>> initial edge devices.
* Configure the control and data plane connections.
* Execute the following tasks and procedures:
  + Discover devices with network management system.
  + Configure up to five provisioning/configuration templates.
  + Configure users and roles (up to five users).
  + Logical infrastructure segmentation (up to three VPNs, four sites, and four device groups).
  + Push configuration from network management system platform to edge devices.
  + Update necessary controller policies.
  + Check operation of network management system and controllers via the control and data plane connections.
  + <<Note: Remove security components below that are not applicable>>
    - Configure up to three application firewall policies with up to a total of fifty firewall rules.
    - Configure up to three Intrusion Protection Security (IPS) policies.
    - Configure up to three local URL filtering policies.
    - Configure up to three AMP policies.
  + <<Note: This bullet only covers the integration from SD-WAN to Umbrella services. If implementation support is needed for provisioning a new Umbrella service, use the Umbrella Security Implementation Statement of Work and remove this bullet>> Create integration policy to Umbrella services.
  + <<Note: This bullet only covers the integration from SD-WAN to Cisco AMP Cloud and Threat Grid services and can only be selected if AMP is selected. If implementation support for provisioning a new Cisco AMP ThreatGRID service is needed, use the Cisco Security Implementation Statement of Work and remove this bullet>> Create integration to Cisco AMP Cloud and ThreatGRID® services.
* Update and provide the Solution Design Document to include implemented components, devices, and applications to reflect the final as-built design.

Deliverables

* Updated Solution Design Document

Implementation Support

Activities

* Provide <<#>> consecutive business days of <<remote/onsite>> Implementation Support over a period of <<#>> calendar <<weeks/months>>, commencing on the next business day following completion of <<#>>.
* Provide <<#>> Cisco resource(s) as consultative support for assisting in <<client>>’s execution of implementation tasks.

1. Implementation Support Services will be deemed complete upon the consumption of the defined number of business days or at the end of the Implementation Support period, whichever is earlier.

Deliverables

* None

Migration Plan Development

Activities

* Gather and review <<client>> information for the purposes of drafting the Migration Plan by:
  + Reviewing <<client>>-provided documentation.
  + Conducting interviews with key <<client>> stakeholders.
  + Reviewing the updated BOM with <<client>>.
* Draft a Migration Plan, which is a guide for the migration engineer to follow and contains relevant node and site-specific information and provides a record of the basic tests and actions carried out prior to migration; the Migration Plan drafted by Cisco shall be limited to the following:
  + Information necessary to carry out the migration of the equipment at the <<client>> location including:
    - Migration MOP.
    - Configuration of <<#>> WAN devices across all branches based on the templates created as part of the Solution Design Document.
    - Steps to migrate the existing solution to the target Cisco solution, aligned with the Solution Design Document.
    - Any changes to which the <<client>> operations staff should be alerted.
    - Any switchover dependencies.

1. The Migration Plan excludes testing of application availability beyond connectivity to the implemented solution. The Migration Plan includes information necessary to carry out the migration of connectivity to products identified in the appropriate BOM, and as installed at the <<client>> location, and to verify basic operation and the environment is Ready for Service. "Ready for Service" means that the <<client>> environment, or a subset of it, is functioning as per the specifications documented in the Migration Plan.

* Provide the Migration Plan for review and approval.

Deliverables

* Migration Plan

Migration Execution

Activities

* Perform migration of <<client>>’s solution to a production environment in accordance with the approved SD-WAN Migration Plan, including the tasks to migrate sites, systems, solution(s), end users, and networks to production state.
* Perform pre-migration checks to baseline the network.
* Utilize the Migration Plan to perform the following:
  + If migrating an existing SD-WAN supported Cisco router:
    - Upgrade IOS®-XE to IOS-XE SDWAN, the software of the Cisco WAN devices to enable SD-WAN.
    - Migrate configurations (IOS-XE/IOS-XE SDWAN).
    - Convert device-specific IOS configurations to equivalent SD-WAN configurations.
  + If new Cisco devices are installed for SD-WAN:
    - Deploy logical configuration of the SD-WAN router per the Migration Plan.
    - Convert device-specific configuration to the SD-WAN configurations.
* Perform post-migration checks and validate services.
* Update the Migration Plan to include:
  + Detailed summary of the activities performed along with outcome of each maintenance window.
  + Time logs of the steps performed after completion of the maintenance window activities.

Deliverables

* Updated Migration Plan

Test Plan Development

Activities

* Gather and review <<client>> information for the purposes of drafting the Test Plan by:
  + Reviewing <<client>>-provided information.
  + Conducting a <<#>> business-day <<onsite/remote>> Test Plan Development Workshop to discuss with <<client>> the high-level test plan, test cases, execution process, and test tools to be used.
  + Conducting interviews with key <<client>> stakeholders.
  + Reviewing specific testing goals based on hardware and software features deployed and business objectives for the solution.
  + Analyzing requirements such as target software, platforms, topology, protocols, and configurations.
* Draft a Test Plan, which shall be limited to the following:
  + Test-case procedures.
  + Test-case expected results and pass/fail criteria.
  + Test-case tool requirements (if applicable).
  + Verification of proposed design and features.
* Provide the Test Plan for review and approval.

Deliverables

* Test Plan

Test Execution

Activities

* Perform testing in accordance with the approved Test Plan.
* Provide <<client>> with the updated Test Plan to include the test results.

Deliverables

* Updated Test Plan

Knowledge Transfer

Activities

* Reach agreement with <<client>> on the location and the commencement date of the Knowledge Transfer Workshop(s) within five business days following completion of <<xxx>>.
* Provide information to <<client>> regarding any course prerequisites for <<client>> personnel nominated to attend the Knowledge Transfer Workshop(s).
* Determine an appropriate format and delivery method for the Knowledge Transfer Workshop(s), which will be conducted in English.
* Conduct <<#>> <<remote/onsite>> Knowledge Transfer Workshop(s) on topics relevant to the Cisco products and technologies deployed in <<client>>’s production network, including:
  + Configuration, administration, and operation of the controller.
  + How to use key features.
  + Network management system (configuration, operation, and maintenance of the Cisco network management tool).
  + Basic management and troubleshooting of SD-WAN.

1. Each workshop will be held for <<#>> consecutive business days, for a maximum of <<#>> participants. The Knowledge Transfer Sessions do not replace product training related to the solution. Knowledge Transfer Services will be deemed complete on delivery of all the Knowledge Transfer Workshop(s).

* Provide related knowledge transfer materials, if any.

Deliverables

* Knowledge transfer materials, if any

Pricing

All pricing provided herein is stated for budgetary purposes only. This proposal should not be treated as a firm offer ready for acceptance. <<client>> should be aware that the project scope, pricing, and assumptions provided herein may vary. If <<client>> decides to purchase the proposed services, Cisco will prepare and submit a formal Statement of Work or price quote that will state the details of all deliverables and responsibilities of <<client>> and Cisco.

The total budgetary indicative price (exclusive of any taxes, fees, duties, or other applicable amounts) for the offered services is as follows.

Pricing

|  |  |
| --- | --- |
| Line Item | Cost |
| Statement of Work:  SD-WAN Advise and Implement (Plus Migration) Service | $ |
| Service Component (SKU) | $ |
| Service Component (SKU) | $ |
| Estimated travel and expenses (if applicable) | $ |
| Total: | $ |

The estimated travel expenses for this project are $<<x>>, as indicated in the table above as a separate line item. Such expenses would be invoiced separately at actual cost.

OR

The estimated travel expenses for this project are included in the price of services above.

Appendices