

# Software-as-a-Service defined

A software application delivered and managed as a service by Cisco (cloud provider) or a Partner (cloud enabler), instead of acquiring the software as a license to run in the Customer's own systems.

For example, the Customer would use Cisco Spark online versus running it on the user's desktop.



### What is Changing?



Transactions: Reduced number of SKUs and more flexible terms/pricing



Provisioning: Auto-provisioning is enabled for multiple products (including WebEx and Spark today) and quicker turnaround on site availability.

Subscription Management: Users can manage subscriptions directly in



CCW, including viewing usage details. Invoicing and Renewals: Flexible terms for billing/invoicing on flexible terms and

## SaaS Features and Benefits



Immediate ROI. "Pay as you grow"



No annual maintenance/support costs



Increased flexibility due to Ops Ex model versus CapEx model, benefits are reaped straight away rather than in the future



Minimal integration and implementation cost and risk with the adoption of new billing and invoicing procedures



No upgrade deployment costs

#### SaaS - Partner Flow

#### **Quoting & Ordering**

Talk to End Customer To define order requirements and service needs

Share Quote and Service Description agreement with a Customer

Get agreement from End Customer to move forward

Use Provisioning Job Aid to acquire provisioning details from End Customer

#### Partner Action

Quote & Configure services in CCW configure based on what the Customer wants

Submit quote in CCW

Convert Quote to Order and enter provisioning details in CCW to complete Ordering process

#### **Subscription Management & Invoicing**

Submit request for Setup of SFTP folder

Send Invoice to Customer on a monthly basis

Monitor usage and communication with Customer to see if changes are needed

If auto-renewal option is not selected, submit renewal order

Partner Action

> Access Invoices in CCW (pdf) or SFTP folder (pdf/xml/xls)

Perform Upsells, Downsells, and Renewals in CCW

**CCW** - Cisco Commerce Workspace SFTP - Secure File Transfer Protocol

If you would like to learn more about SaaS and become eligible to take SaaS offers to market and capture your share of the Cloud Collaboration mark, we encourage you to go to the **SaaS Community page** or refer to the **SaaS FAQ**.