

Quad Now!



QuadNow! Is an Exclusive program for Cisco Partners to Leap-frog along with Cisco Quad.

Experience a New Way to Work

Cisco Quad is an enterprise collaboration software platform that helps organizations deliver a social, mobile, and virtual workspace to its employees. Quad combines the power of social networking with real-time communications, and integrates with business and content management systems. For IT, Quad also offers an embedded rules-based policy management engine, scalability, security, and simplified and centralized management.



Quad Details and a product tour is available at <http://www.cisco.com/en/US/products/ps10668/index.html>

What are the benefits of QuadNow! program to the partner?

The selected Partners will enjoy some special business benefits with Quad Now! :

- First mover advantage with Cisco Quad in your business
- Leverage productivity gains from Cisco Quad
- Build Collaboration expertise and competitive advantage through day to day use of Quad
- Demonstrate thought leadership with your sale teams and with the Cisco Sales teams

What is the Entrance process for the interested partners?

- Complete Information is available at www.cisco.com/go/collaborationnfr under the link Cisco Quad.
- We will reach out directly with a WebEx meeting to review detailed requirements, supporting information on roles, project process, timeline, and expectations.
- Partner to submit Quad Now Qualification form
- Go/ No Go decision stage for the partner.
- Engineer has to attend the 2 day virtual hands on configuration for Implementation and Integration course for Cisco Quad.
- Business Architect has to attend virtual training sessions via Webex on use case development, review established use cases, and

The Process for Success:

1. As mentioned above: If interested, please complete Information at www.cisco.com/go/collaborationnfr under the link Cisco Quad. Please make sure to indicate your deployment goals (POC, internal, production deployment, GTM, or any combination thereof). Please be advised that production deployment and GTM intentions will be prioritized for first entrance into the program. Cisco is looking for scalable references and proof points with this offer.
2. Following the Webex event, a qualification form needs to be filled out by the partner. This will be followed by a 1:1 call reaching out to host exploratory/ qualification dialogues with each interested partner. This team will include the QUAD Partner enablement team and the Partner account team.
3. QUAD is localized to English only. If requirements dictate otherwise, language localization will be forthcoming in a summer, CY11 release.
4. Based on a mutual decision to engage and execute, Cisco will provide a 90 day project plan outline that will be completed jointly. This will include:
 - a. A discovery template, based on the Partner's expressed intentions on the scope of the project.
 - b. A review session to walk through the completed discovery template and to make any necessary additions and /or revisions.
 - c. The QUAD partner team will require weekly checkpoint calls, where progress will be evaluated and discussed.
5. Training is Mandatory with validation
 - Cisco will provide Entitlement to, and execution of, hands-on training via on-line (no travel required) classes for both

Understanding Quad Now!



QuadNow! Is an Exclusive program for Cisco Partners to Leap-frog along with Cisco Quad.

QUAD installation and basic integrations. (registration links and instructions will be provided based on acceptance).

6. After completing the Webex training series, along with the hands on training being scheduled, Cisco will certify entitlement to the NFR ordering process. The specifics of the platform ordered will be based on the Partner's stated intent (from the survey and follow on review discussions) for the pilot and implementation size. "Cisco will provide the ordering process upon completion of the WebEx recorded training sessions and verified registration for the hands on Installation and Deployment training".

7. Once the ordered platform is received, the Partner will deploy QUAD, based on the agreed upon scope or work (POC, production deployment). The process will include a discovery session to analyze and qualify use case development and adoption goals. This engagement will be limited to basic QUAD platform installation and basic integrations.

The partner has to get the below UC integration list in place:

- AD / LDAP
- Microsoft Exchange calendar
- Client Services- Cisco WebEx Connect Client, Cisco Jabber IM client, Microsoft MOC Client
- Cisco or Microsoft Presence
- WebEx meeting services
- Cisco UCM (Telephony)
- Cisco Visual Voicemail

Partner specific weekly checkpoint calls will commence from that date to review progress and refine the process.

8. Support-This effort largely depends on "educated self support", based on the required training and supporting, on-line functions. Cisco will provide assisted support as a supplement, but the Partner should expect to focus on provided documentation and training as the first line of defense.

- Besides the referenced required training, Cisco will provide access to a QUAD support community "URL and

entitlement will be provided as we move into the installation and support phase". This will include a knowledge base Wiki, Blog capability, and a QUAD deployment and It is also expected that the Partner not only submit their issues and questions, but also actively participate in responding to any and all questions where they may add value.

- Within QUAD, there is an online feedback mechanism where the submitter can input an RFE (Request for Enhancement). This will be the vehicle to input feedback on enhancements (Additions and changes to the platform: Instructions on the access and process will be covered once the installation process is complete). This is actively monitored, and all inputs will be acknowledged, considered, and responded to.
- For bugs, and unresolved issues (after self support vehicles have been expended) Cisco will accept TAC (Technical Assistance Center) cases.

- The Partner will be updated with a contract vehicle

Expectations from the Partner:

- Partner has required skill sets
- Partner has required facilities
- Partner will invest necessary time and financial resources (based on requirements)
- Partner is willing to accept the support requirements
- Partner is willing to provide feedback on experience
- Partner is willing to provide named reference based on mutual agreement

Expectations from Cisco:

- Cisco will provide access to training, based on mutual acceptance of admittance criteria
- Positioning training- Pre-recorded WebEx sessions
- Hands-on-Implementation and Integration training
- Hands-on training for basic, "out of the box" integrations
- Access to the support portal
- Access to escalation support, based on exception based issues.

and process instructions, based on mutual acceptance of the program. These cases will be opened, tracked, and resolved, with the results being placed in the support knowledge base, mentioned above. Open cases and issues will be a component of the weekly recurring status calls.

Fast-Facts: Quad Now!

What is the Objective of QuadNow!

To deploy Cisco Quad Enterprise wide in the Partners production environment. To be a Cisco Quad Partner, Partners must complete the Cisco Quad go-to-market requirements. This offer does not qualify the Partner as a Cisco Quad Partner.

What is the offer: Quad Now!

This Offer was announced on March 2nd, 2011 to the partners at the Worldwide partner Summit. The Cisco Quad Software for partners in this program will be priced as follows:

1-1000 users:	95% off the list price and SASU support (\$6 per user per year)
Above 1000 users:	Standard partner NFR discounts of 70% will apply

Who can avail of Quad Now! :

This offer is available to UC Enterprise, Datacenter, and CDN Partners. Given the huge potential for success, only a few partners would be enlisted for this program.

Partner will have to assign some key roles for success like Business Architect, Project Manager, and Engineer. These resources are critical investment for the success of QuadNow!

When and How is QuadNow! Available?

Partner can begin the entrance process today! Please complete the simple information at www.cisco.com/go/collaborationnfr under the link Cisco Quad to start the process.