U.S. MARINE CORPS

Global Enterprise Modernization Software & Support | Quick Reference Guide

FCN Inc.
Technology Solutions
A Woman Owned Small Business

Please ensure that your Cisco Connection Online (CCO) ID is associated to **Cisco GEMSS Contract # {204250592}**
Option year 2 contract end date is 20 June 2024. **Please contact usmchtom@cisco.com for assistance.**

CISCO GEMSS AGREEMENT

WHAT IS IT?

The Cisco GEMSS (Global Enterprise Modernization Software and Support) is a modernized support contract that expands the Marines access to technical services and enables them to consume unlimited software and licenses for Cisco routing, switching, and wireless technology.

WHAT IS INCLUDED?

Software
Cisco Commercial off-the-shelf (COTS) Networking Enterprise Agreement. See software details to the right for further information.

Support
Cisco SmartNet Total Care (SNTC) support. See support details to the right for further information.

Advanced Services
Cisco Advanced Services (AS) delivered by appropriately cleared Cisco operations managers and advanced services resources. See Cisco AS details below.

SOFTWARE

ON-DEMAND ACCESS

The Cisco enterprise agreement gives the Marines the ability to consume unlimited Cisco software for the following technologies:

Software Covered

DNA Advantage for Routing
Includes traditional features that are being used today in addition to Software Defined functionality.

DNA Advantage for Switching

Includes traditional features while adding software defined access, automation and provisioning, enhanced security, and analytics.

DNA Advantage for Wireless

Location based services, automated on-boarding, secure access.

Network Management

Access to centralized software for management and automation.

Downloading Software

To access software, a user must have a cisco.com account registered with their usmc.mil email address. All software can be consumed through software.cisco.com.

For entitlement, a customer must associate their cisco.com account with the correct contract number. This can be done by contacting usmchtom@cisco.com.

Note: Software works best when accompanied by DNA Center

ADVANCED SERVICES

High Touch Technical Support (HTTS)
Cisco provides reactive support by cleared and Cisco certified technical engineers, 8am-8pm Eastern Time full support, with overnight on-call availability for Priority 1 and Priority 2 issues. This support shall include access to Cisco IOS updates, the ability to transfer data, and the ability to communicate at network security levels.

High Touch Operations Management (HTOM)
Cisco single point of contact for all support assistance, prioritization and management within this contract.

Advanced Services Resources
Four (4) dedicated Cisco resources to support design, implementation, delivery, and management of the Cisco environment.

Asset Management
Cisco resources to create, maintain, and document Cisco hardware, software and all license requirements.

SUPPORT

SMARTNET TOTAL CARE
Unlimited 24x7x365 SmartNet Total Care (SNTC)

Technical Support (SmartNet Total Care)

Unlimited 24x7x365 SmartNet Total Care (SNTC) support for all U.S. Marine-owned Cisco-branded hardware and software. All enterprise routing, switching and wireless software support services (SWSS) included.

The entire install base is covered at the same level for next business day replacement (8x5xNBD).

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ACCESSING LICENSING

REQUEST PROCESS

For existing products that require licenses, users will need to request the licenses using **usmclicensing@external.cisco.com.** Upon request a user will need to provide the following information:

1. Hardware Product Model
2. Organization for smart account provisioning
3. Quantity of licenses requested
4. For SDWAN routing licenses, include bandwidth tier (15M, 100M, 1GB, 10GB)

New Product Purchases

New Cisco hardware platforms come bundled with software licenses and support. At the time of purchase, to remove the cost of these items, procurements must be associated with the correct smart account. To take advantage of the EA, you will need to provide contracting with the following information:

1. Smart Account Name: USMC
2. Smart Account Domain: usmc.mil
3. Virtual Account: Virtual Account Name
4. Organization Name

Reference the "usmc.mil" Virtual Account Reference Table here: USMC GEMSS VA Reference Table

ACCESSING LICENSES

To access software licenses, customers must have their cisco.com account associated with the "usmc.mil" smart account. Customers can gain access to the correct smart account by:

1. Contacting **usmclicensing@external.cisco.com** and providing the following information:
   - Cisco.com userID
   - Organization Name
   - Virtual Account Name

2. Submitting a request through software.cisco.com using the "Existing Account" or "New Account" request link.

The account domain identifier will be "usmc.mil" and in the "Reason for Request" box, users will need to provide their organization and virtual account information.

KEY CONTACTS

GEMSS Contract Number: 204250592
GEMSS Mailer: USMC-GEMSS@fcnit.com

My Cisco Entitlements: mce.cisco.com
Smart Licensing: software.cisco.com
GEMSS Website: usmc-gemss.com

Escalation Support: TAC: 800-553-2447, Option 1
HTOM: usmchtom@cisco.com
After Hours: ggsghtom@epage.cisco.com
Licensing Support: usmclicensing@external.cisco.com

ACCESSING TECHNICAL SUPPORT

SMARTNET TOTAL CARE

Unlimited 24x7x365 Smart Net Total Care (SNTC) support for all U.S. Marine-owned Cisco-branded hardware and software, and SWSS-eligible application software.

How to Open Service Requests with Cisco TAC

Priority Levels 1 and 2

1. Call the Technical Assistance Center at 800-553-2447
2. Live Customer Hand-off to a Cisco engineer

Priority Levels 3 and 4

Open the service request using the online tool: **mycase.cloudapps.cisco.com/case**

Information Needed to Open a Service Request

1. Your Cisco.com ID and contact information (full name)
2. Priority of your service request (see Priority Levels listed below)
3. Preferred contact method (email, phone number)
4. GEMSS Contract # **204250592** and device serial number
5. Description of your issue (symptoms, business impact, technology)
6. Site information (for verification purposes)
7. Details on troubleshooting steps you have taken

Priority Levels

Priority 1 (P1): Network or environment is down or there is a critical impact to your business operations. You and Cisco both will commit full-time resources 24x7x365 to resolve the situation.

Priority 2 (P2): Operation of an existing network or environment is severely degraded. You and Cisco both will commit full-time resources during standard business hours to resolve the situation.

Priority 3 (P3): Operational performance of your network or environment is impaired. You and Cisco both commit resources during standard business hours to resolve.

Priority 4 (P4): Information is required on Cisco product capabilities, installation, or configuration. There is little or no impact on your business operations.

Case Escalation Procedure

If a case is not progressing adequately or the quality of service is not satisfactory, we encourage you to escalate the case by following the process below:

During normal business hours (Eastern): Contact Cisco TAC at 1-800-553-2447 and request your service request be raised to Priority Level 1 or 2. If at any time you need assistance during this process, please contact your HTOM directly (via phone) or the HTOM Team at usmchtom@cisco.com.

After normal business hours (Eastern) including weekends/holidays: Contact Cisco TAC at 1-800-553-2447 and request your service request be raised to Priority Level 1 or 2. The on-shift TAC Duty Manager can also be engaged at this time. Outside of 8am-8pm Eastern Time on normal business days, advanced support is available by engaging the on-call U.S. Public Sector HTOM by email to ggsghtom@epage.cisco.com.

For general GEMSS questions contact: USMC-GEMSS@fcnit.com
https://usmc-gemss.com/

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