# **Ordering Guide**

MINT - MENTORED INSTALL NETWORK TRAINING

MINT Vendor: Criterion

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#### MINT Services Overview:

Deploying Cisco solutions require our Channel Partners to develop a new set of skills and deep technical experience that is best learned from practice. That is why we have created the Mentored Install Network Training (MINT) program. MINT services is part of Cisco's SolutionsPlus portfolio, a purchasing program delivering a one-stop ordering experience for Cisco's customers, channel partners, and sales teams for selected third-party products and applications.

MINT brings a new set of mentored service offerings. We have rigorously trained and validated a group of MINT service partners to offer a range of mentored services across the Cisco portfolio. These mentored services help to take the risk out of your first few customer deployments by working side-by-side with a MINT service partner to learn repeatable practices that you can use in future Cisco opportunities.

You will purchase mentoring services from Cisco, and Cisco will coordinate with a MINT service partner to deliver the services. Cisco only sells these mentoring services to channel partners, never directly to their end customers. We have invested in developing an ecosystem of MINT service partners specifically to help you, our valued resale partners.

#### MINT services enable you to:

- 1. Develop Expertise: Learn repeatable best practices that you can use in future implementations for your customers
- 2. Reduce Risk: Work side-by-side as a validated expert guides you through your first few customer deployments
- 3. Accelerate Time-to-Value: Help your customers begin to quickly receive value from solutions in order to drive expansion opportunities
- 4. Ensure Renewals: Position your customers to quickly receive value and ensure that they will renew their Cisco software licenses in the future

#### Cisco MINT Service Partner:

- Do not compete with Cisco channel partners; they are learning and enablement partners, not traditional resellers.
- Undergo rigorous training and validation by Cisco's technical marketing engineers (TMEs) and Global Partner Organization engineering teams.
- Have extensive experience deploying Cisco solutions.

- Escalate issues directly to Cisco for quick resolution.
- Help you quickly become self-sufficient in Cisco deployments to increase revenue.

Each MINT SKU is equivalent to one Mentoring Unit from a MINT service partner. You will need to conduct a project scoping session with a MINT service partner to determine the actual quantity of MINT SKUs that you should order, but the reference guide below provides an example for each solution supported.

## **Product Availability**

MINT services can be ordered from the standard Cisco Ordering Tools:

http://www.cisco.com/go/ordering.

To request help with ordering, please contact Cisco MINT management team at: mintibn@cisco.com.

NOTE: SolutionsPlus products are not generally available in Russia.

## Warranty Coverage and Technical Service Options

All support, warranty and EULA related to the SolutionsPlus offers are provided directly by third-party vendors.

## **Support Contacts:**

Vendor	Email alias for RTU/support notification
Criterion	cisco-mint@criterionnetworks.com

Table 1: Email contacts details for vendors

## Required Ordering Information and Process

Cisco has developed a catalog of mentored services to help our Channel Partners deploy multiple Cisco solutions. You can utilize this service offering to successfully implement Cisco solutions in your customer's network to ensure that they receive the full value of the use cases that are relevant to them. We understand that every customer deployment is unique, so we provide you with the flexibility to customize these services based on your needs. After scoping the mentored engagement with a MINT service partner, you will receive a quote for the quantity of MINT service SKUs that you can order from Cisco.

- Step 1: Visit <u>cs.co/MINT</u>, scroll to the "Mentored Services" section for your desired technology and click "Get Started". Complete the form and submit. Cisco will connect you with a MINT service partner who will work with you to tailor the mentored services based on the needs of your technical staff and customer's environment. NOTE: Accessing the site above requires a CCO ID to login (available only to internal Cisco and Cisco Resellers).
- Step 2: After you determine the scope of your services engagement, your MINT service partner will quote you the appropriate quantity of mentored service SKUs and you can order them in Cisco Commerce Workspace (CCW).
- Step 3: Coordinate with the MINT service partner to deliver the services in your customer's environment.

## Approved PIDs, Descriptions and Inclusions

Abbreviations: Criterion=CRI

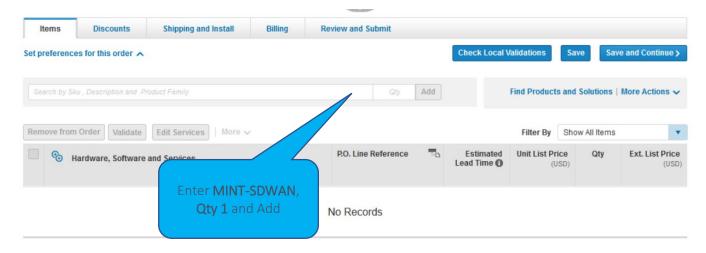
SKU/PID	Description
MINT-SDWAN-CRI	Mentored Install Service Unit for SD-WAN delivered by Criterion

Table 2: Criterion MINT services SKU

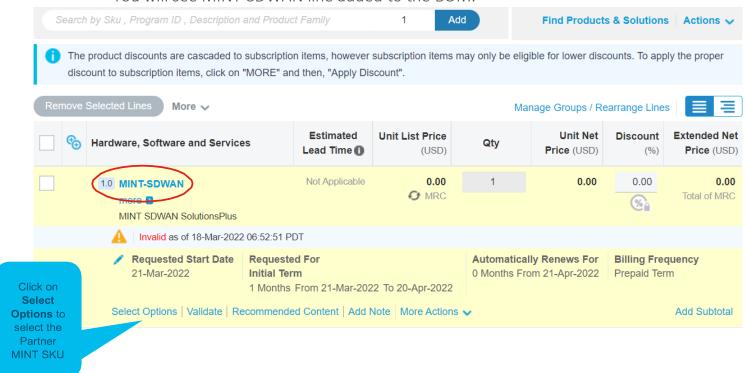
## Cisco SD-WAN Ordering Example:

A customer wants to deploy SD-WAN in their production environment.

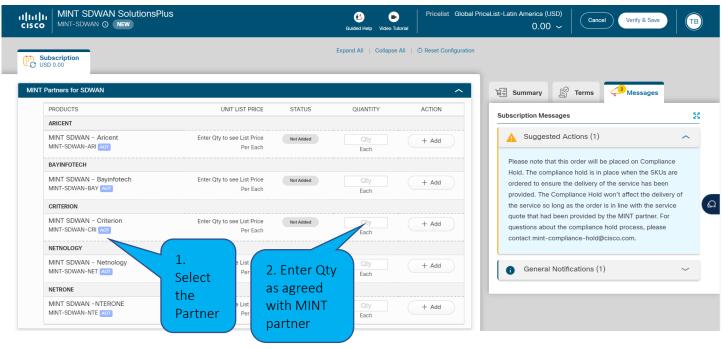
- Step 1: Visit this site, scroll to the "Mentored Services for SD-WAN" section and click "Get Started." Cisco will connect the partner with a MINT service partner who will work with you to tailor the mentored services based on the needs of your technical staff and customer's environment.
- Step 2: After you define the scope of your services engagement, your MINT service partner will quote you the corresponding MINT SKU and the quantity of mentored service SKUs and you can order them in Cisco Commerce Workspace (CCW). (Use Mentored Service SKU: MINT-SDWAN-CRI).
- Step 3: Add MINT SKUs to your order in CCW as follows:
  - In Items Tab Enter MINT-SDWAN and Qty of 1.



• You will see MINT-SDWAN line added to the BOM.

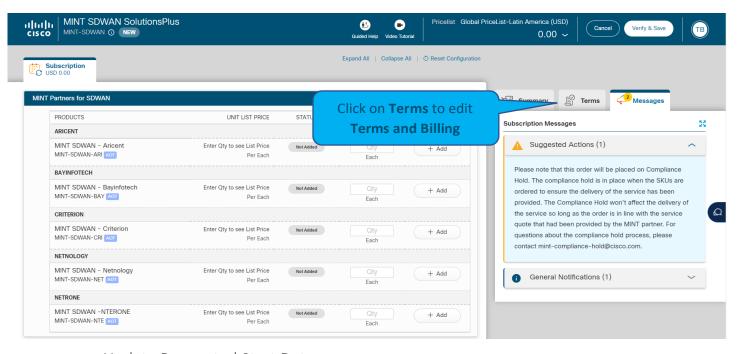


 Click on "Select Options" to choose the Criterion SKU (MINT-SDWAN) along with the required quantity of SKUs for your project.

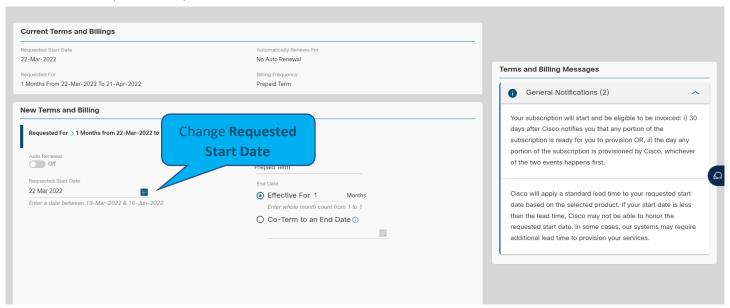


Note: There will be a compliance hold placed on any lines with MINT SKUs. This hold is normally released after all mentoring services have been delivered. Please select a subscription start date that matches your expected invoice date.

• Please select a subscription start date that matches your expected invoice date.



Update Requested Start Date.



• Step 4: Coordinate with the MINT service partner to deliver the mentored services in your customer's environment.

#### Discounts:

Cisco Authorized Resellers will receive a 20% discount off the Cisco GPL (Global Price List). Any discounts above 20% must be approved by the MINT Vendor and Cisco MINT Management Team.

Vendor	alias for DSA approval
Criterion	cisco-mint@criterionnetworks.com

Table 3: MINT vendor contact details

#### **Discount Approval Process:**

If requested discount is greater than 20% of list price, then the following approval steps must be taken:

STEP 1: The Cisco Account Representative (AM/PSS) requests the Vendor for approval via email to <a href="mailto:cisco-mint@criterionnetworks.com">cisco-mint@criterionnetworks.com</a> AND also copy Cisco MINT Management Team at the email address: <a href="mailto:dsa-cx-mint@cisco.com">dsa-cx-mint@cisco.com</a>. Please include the following data:

- 1. Deal opportunity (SolutionsPlus revenue only)
- 2. Customer/Reseller name
- 3. Date of install
- 4. Discount needed/net price needed
- 5. Cisco part numbers included in the deal
- 6. Justification for additional discount
- 7. Cisco SKU Description
- 8. Cisco Unit Price
- 9. Pricing Term (for subscription deals)
- 10. Quantity
- 11. Cisco Unit Net Price
- 12. Cisco Discount (this is the total discount approved off Cisco MRSP)
- 13. Cisco Extended Net Price
- 14. Specify the currency used in the quote

STEP 2: The Vendor responds within ONE (1) business day by sending an

email to the Cisco AM/PSS with an approved quote with the following information:

- 1. All the items above from the original request
- 2. Date of Approval
- 3. Expiration Date of Approval (valid for minimum of 90 days from date of Cisco deal approval)
- 4. Vendor Approval ID #
- STEP 3: After the AM/PSS receives the approved quote from the Vendor, the AM/PSS will follow the Cisco DSA (Deal Support Automation) process.
- STEP 4: The AM enters SolutionsPlus approved discount as Justification Text for requesting the additional discount.

#### Credit Memos:

NOTE: All SolutionsPlus products are discount restricted, and are NOT eligible for any additional discounts, including applying Credit Memos