Secure-Access-CN-SUB



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Introduction

This ordering guide explains the subscription ordering process for Cisco Secure Access China Operated by Digital China Cloud (DCC). This guide will help you:

- Understand the Cisco Secure Access China product and support offerings,
- Understand how to reach DCC as it relates to ordering the product,
- Help customers select the correct quantities and types of SKUs to reduce the risk of order rejection, and
- Provide information about the end-to-end quote-to-fulfillment process in Cisco Commerce for this offer.

Legal Arrangement

Given strictures in offering cloud services in China, Cisco partners with Digital China Cloud (DCC) to operate Cisco Secure Access China. All procurement for Cisco Secure Access China is through DCC, its local distributors and resellers inside China.

Audience

This guide is intended to provide information for Cisco sales teams, partners, and distributors qualified to sell Cisco Secure Access China Operated by Digital China Cloud (DCC) on the Cisco China Price List.

Scope

The ordering guide provides information about pricing, packaging, and ordering for the Cisco Secure Access China Essentials and Advantage packages: Secure Internet Access and Secure Private Access.

Q: How can quotes and orders be placed?

A: Request for quotes and orders are through done through local partner and Digital China Cloud. Customers should work with their local partners or resellers when reaching out with DCC. For further inquiries on the ordering process, please contact ciscohosting@dcclouds.com.

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Q: Are there specific eligibility criteria for customers?

A: Global multinational customers will be asked to provide their Chinese entity legal address and contact to DCC, including who their local partner is in the country. Please contact your Cisco account manager for more information.

Q: Where are list prices located?

A: Available on Cisco China Price List.

Understanding the products

Product overview

Cisco Secure Access China

Cisco Secure Access China is a Secure Service Edge (SSE) capability in the Cisco Secure Access family purpose built for multinational customers with operations in mainland China in compliance with public regulations. It is a converged cloud security solution that enforces modern cybersecurity, while radically reducing risk for both end-users and IT staff. It features key cloud security capabilities to allow companies protect and safeguard their users and devices regardless of where their business in the country takes them. Using familiar Cisco Secure Client (formerly AnyConnect), customers can deploy solutions in either office or remote hybrid work environments. Standard IPsec tunnels and Remote Access VPN are supported along with web proxy and cloud-based firewall with Layer 3, 4 and 7 controls. As a China-hosted platform, Secure Access China strongly adheres to Chinese regulations related to data localization by keeping logs, data, and reports within the country. With Secure Access China, multinational customers can mitigate their deployment security and compliance risks as they grow their business in China.

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Product packaging

Cisco Secure Access China has two primary tiers: Secure Access China Essentials and Secure Access China Advantage. Both tiers are divided into two use cases – Secure Internet Access (SIA) and Secure Private Access (SPA). Both use cases are purchased as part of a single subscription and are delivered as a single, unified dashboard and service. A customer can choose to purchase only one use case depending on their needs.

Table 1. Product Description

Product name	Description
Secure Access China Essentials	Secure Access China Essentials includes key capabilities you need to securely connect users to the Internet, public apps, and private apps. • Secure private access using VPN-as-a-Service (VPNaaS) for secure remote access and in-country branch-to-branch tunnel. • Secure internet access enabled through roaming security, Secure Client VPN tunnel, PAC files, proxy chain, and SD-WAN direct internet. • Secure web gateway capabilities including proxy for web traffic, URL filtering, content filtering, and advanced app controls. • Firewall-as-a-Service (FWaaS) for layer 3 and layer 4 controls of web and private apps • CASB - Cloud app discovery, risk scoring, blocking, and tenant controls.
Secure Access China Advantage	Secure Access China Advantage includes everything you need to securely connect users to the Internet, public apps, and private apps. In addition to Secure Access China Essentials capabilities, it includes: • Layer 7 application visibility and control identifies thousands of applications and blocks/ allows them. • Inline or real-time Data Loss Protection (DLP) to detect and protect sensitive information. • Intrusion Prevention System (IPS) that examines network traffic flows (including decryption for private and internet traffic) and prevents vulnerability exploits with an added layer of threat prevention.

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Please refer to the Cisco Secure Access China datasheet for all the latest details: https://www.cisco.com/c/en/us/products/collateral/security/secure-access/secure-access-china-ds.html.

All Cisco Secure Access China packages include access to download the Cisco Secure Client from the Software Download center for use with Cisco Secure Access China. Cisco Secure Client is required for VPN, Internet Security and Roaming features. There is also a Secure Client software download link in the Secure Access China dashboard under End User Connectivity.

The Cisco support contract generated provides access to those with their Cisco.com ID associated, to download the Cisco Secure Client only for the purpose of using Secure Access. For all other use cases, including the use of Secure Client with on-prem ASA/FTD devices, a separate Cisco Secure Client license is required.

Please refer to the Secure Client ordering guide for further details: https://www.cisco.com/c/en/us/products/collateral/security/anyconnect-secure-mobility-client/secure-client-og.html.

Understanding the licensing model

Subscriptions overview

Cisco Secure Access is licensed on a subscription basis. Each end customer has only one subscription, though each subscription may comprise multiple types of users: Secure Internet Access (SIA) and/or Secure Private Access (SPA). Subscriptions are available for standard term lengths of 12, 36, and 60 months. Subscriptions can be changed mid-term or manually renewed using the Change-Subscription flow outlined in Section 6.

Cisco Secure Access China licensing

Cisco Secure Access China is licensed per covered user. A covered user is defined as an internet-connected employee, subcontractor or other authorized individual covered by the deployment of the Software or Cloud Service, as applicable. The subscription quantity should cover the total quantity of covered users.

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User bands

The user-based license follows a tiered pricing model: pricing depends on the covered user count and the term of the subscription. Sales and partner representatives should determine the correct sizing for each customer deployment so that the appropriate covered user count is selected. Cisco Commerce (CCW) will dynamically determine the correct price associated with the covered user count entered.

Table 2. User bands

User bands
1–99
100–499
500–999
1,000–4,999
5,000–9,999
10,000–24,999
25,000 or more

Subscription changes

Existing subscriptions may be changed during the term of the subscription. Changes may be made to products and/or quantities ordered. Additional quantities may be added to the subscription at any time during the subscription term by placing a “Change-Subscription” order. Quantities added through a Change-Subscription order will co-terminate with the existing subscription. Quantities may be decreased for a subscription renewal, but not midterm for a current subscription.

Each end customer may have only one subscription to Cisco Secure Access China. Attempts to change subscriptions by placing a new order for an existing customer will result in an error and guidance to place a change order.

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The Cisco Secure Access China purchase comes with Customer Support via Digital China Cloud for the term of their subscription.

Table 3. Support Description

Support level	Description
Customer Support	• Customer Support (24x7 access) via DCC ticket portal and/or telephone • 30-minute response time for Severity 1 and Severity 2 cases • Chinese language support

Severity 1 and 2 cases are critical or substantial impacts on the customer's business operations.

Additional details can be found on the End User License Agreement (EULA) and Privacy Data Sheet available on https://www.ciscosecureaccess.cn.

Understanding the quoting and ordering process

New versus change subscriptions

Each end customer may have only one subscription. For new Cisco Secure Access China customers, the orders team will create a new subscription beginning on the requested start date and lasting for the specified term. Existing Cisco Secure Access China customers should place a Change-Subscription order rather than an order for a new subscription. The Change-Subscription process is outlined in Section 6.

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Cisco Secure Access SKU overview

Orders for Cisco Secure Access China can only be done by DCC. Orders involve three SKU types:

- The subscription SKU, which is used to define the subscription term and start date.
- The product SKUs are used to define the products and quantities that make up the subscription.
- The support SKUs, which define the level of support for the subscription.

Orders start with the selection of the Secure Access subscription SKU. This is followed by the configuration of the subscription by selecting the product(s) and support SKUs that will constitute the subscription. When adding the product(s) SKUs, the $0 Experience Insights SKU will be automatically added, and cannot be removed.

Subscription SKU

There is only one subscription SKU for Cisco Secure Access. The term of the subscription applies to all products included in the subscription.

Table 4. Subscription SKU

SKU type	SKU	Description
Subscription	SEC-ACCESS-CN-SUB	Cisco Secure Access China Subscription

Product SKUs: Secure Internet Access (SIA) and Secure Private Access (SPA)

There are four SKUs for Secure Access China Essentials and Advantage packages. Pricing follows a tiered pricing model and is calculated dynamically based on the SIA and SPA user counts and the term of the subscription.

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Table 5. Product SKU

SKU type	SKU	Description
Product	SA-SIA-ESS-CN-K9	Cisco Secure Internet Access China Essentials
Product	SA-SPA-ESS-CN-K9	Cisco Secure Private Access China Essentials
Product	SA-SIA-ADV-CN-K9	Cisco Secure Internet Access China Advantage
Product	SA-SPA-ADV-CN-K9	Cisco Secure Private Access China Advantage

Support SKU

Customer support for Secure Access China is provided locally by Digital China Cloud as the operator of the service and is included with all Cisco Secure Access China subscriptions.

Table 6. Support SKU

SKU type	SKU	Description
Service	SVS-SECA-MS-SUP-S	Customer support for Cisco Secure Access

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Step 1: Selecting the subscription SKU

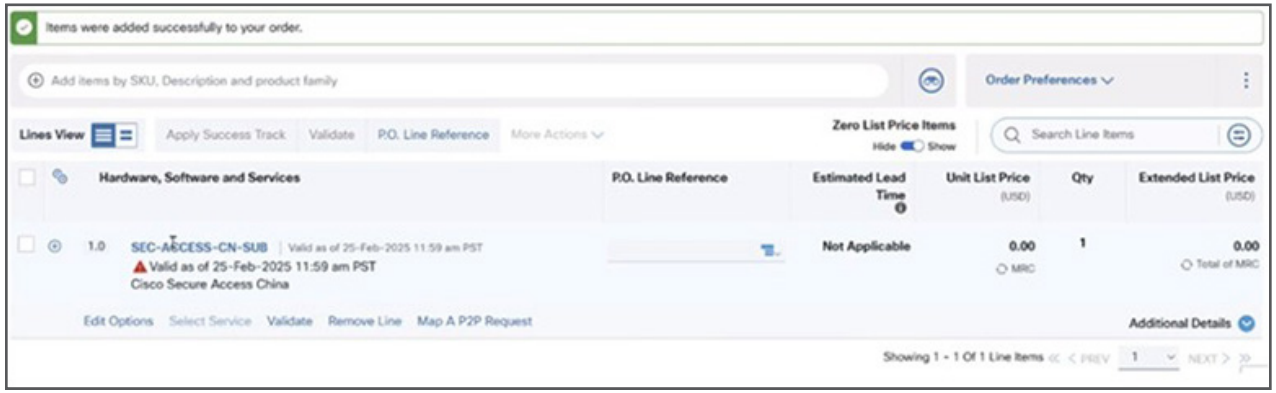
There is one Cisco Secure Access China subscription SKU (SEC-ACCESS-CN-SUB). There is no price for the subscription SKU. Pricing is determined when product SKUs are added and configured. Select a quantity of one because each end customer may have only one subscription. Product quantities will be entered when the product SKUs are added to the subscription.

Note: Each end customer may have only one active subscription of Cisco Secure Access China. This means that:

- Each order may contain only one top-level line item of SEC-ACCESS-CN-SUB.
- Each order can only contain all Essentials or all Advantage SKU's (no mixing).
- Each order may contain only SIA, or only SPA or both SIA and SPA SKUs.
- Each end customer may have only one active order for SEC-ACCESS-CN-SUB.

Attempts to place multiple concurrent orders for SEC-ACCESS-CN-SUB or to place an order with multiple line items of SEC-ACCESS-CN-SUB will be rejected. To change products or quantities for an end customer, place a Change-Subscription order.

After selecting the subscription SKU, choose Edit Options to edit the subscription term and the requested start date.



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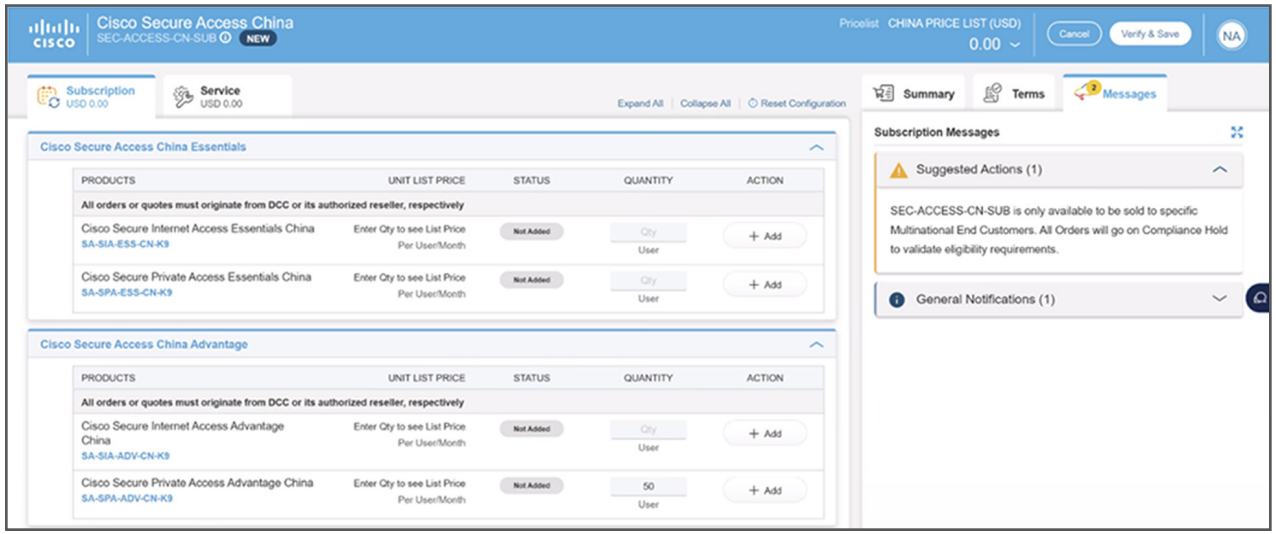
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The subscription term will default to a 12-month term and prepaid term billing. Billing frequency can be changed to annual from the drop-down selection. The requested start date may also be changed at this time.



Note: Annual billing option

- Only terms that are multiples of 12 months (for example, 12, 24, 36) are allowed (for example, no 42 month “co-term” subscriptions with annual billing).
- The PO needs to be issued for the full amount of the entire term, but billing from Digital China Cloud will occur annually at the start of each service year.
- While billing is annual or monthly, the subscription is for the entire term and cannot be cancelled mid-term.

The service is provisioned, and the subscription starts on the service start date. The provisioning of the service may take up to 72 hours, assuming the order information is complete and correct.

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Step 2: Selecting the product SKU

When the subscription terms have been set, the next step is to add products to the subscription. The term for the product is defined by the subscription term.

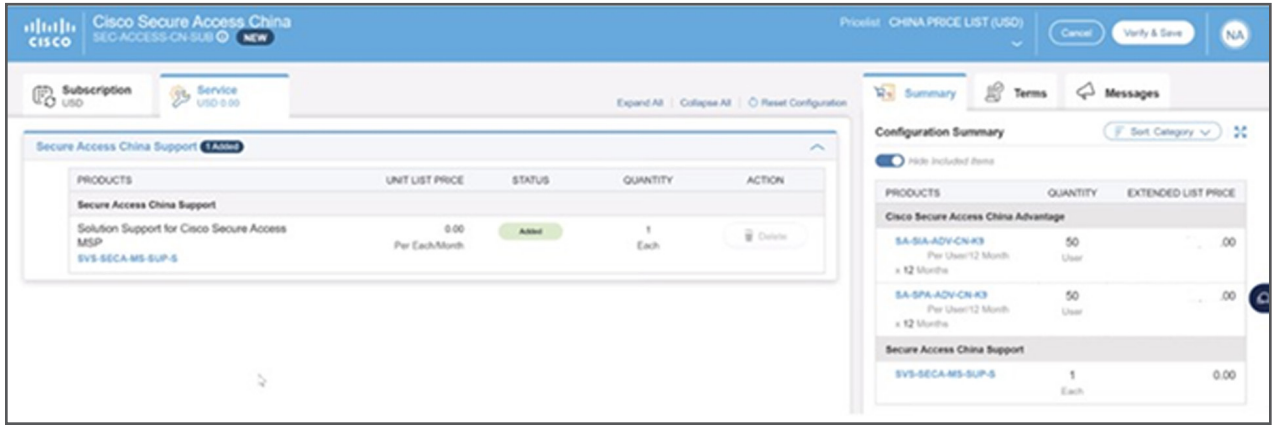
Start by selecting the appropriate product(s) in the subscription configuration summary. The guidance below uses Secure Access Advantage as an example. Having chosen to configure the subscription for the product, you then enter the quantity based on the number of covered users for the service.

A selection from Secure Internet Access (SIA) and/or Secure Private Access (SPA) is allowed within a single tier, Essentials or Advantage. Selecting billing SKUs from both tiers will result in an invalid configuration. There is no minimum quantity of users for each billing SKU selected.

Pricing is determined dynamically according to the quantity ordered and term and is based on a tiered pricing model. Annualized “per 12 months” prices are displayed for the selected SKU. However, billing is either annual or prepaid for the full term of the subscription, and the term amount is shown in the subtotal.

Step 3: Included Support SKU

After you have added the products, the Secure Access Support SKU is included.



Only Digital China Cloud provided support is currently available.

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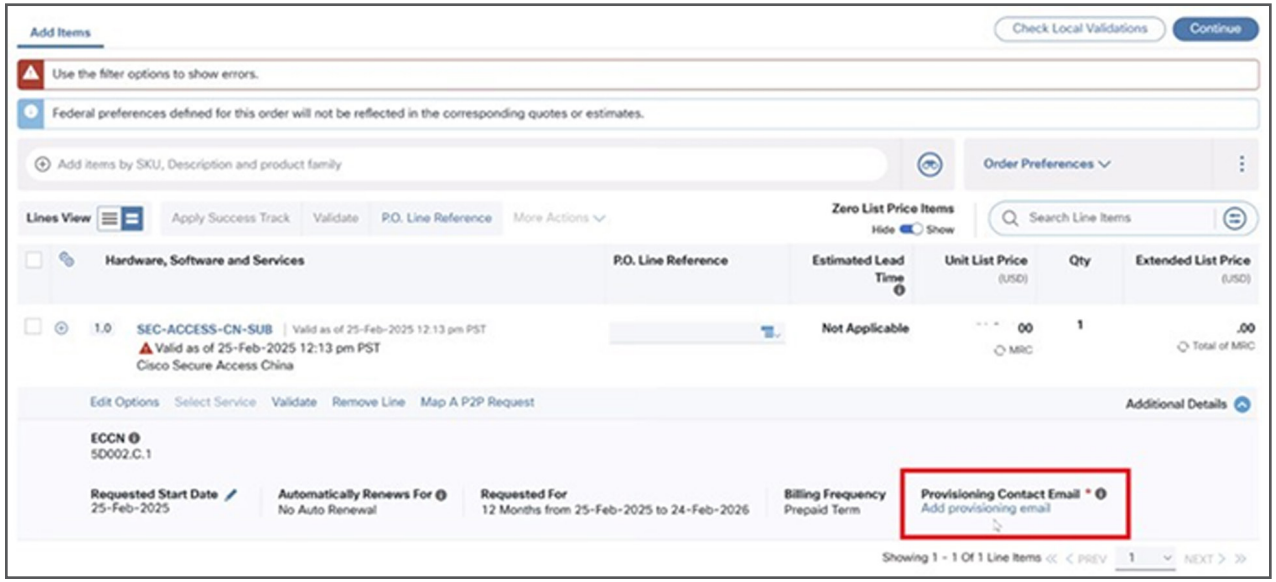
Step 4: Provisioning information

All Cisco Secure Access China orders require you to provide the following end-customer information during order entry to properly provision an account to a customer:

- DCC administrator email address: csa-china@dcclouds.com

Failure to provide this information will delay the order provisioning process.

Secure Access services will be provisioned, and the subscription will begin on the service start date specified on the order. You can enter provisioning information by clicking the View/Edit link in the Provision Details section:



In the provisioning details page, enter the first name, last name, and email address of the **DCC administrator** (not the partner).

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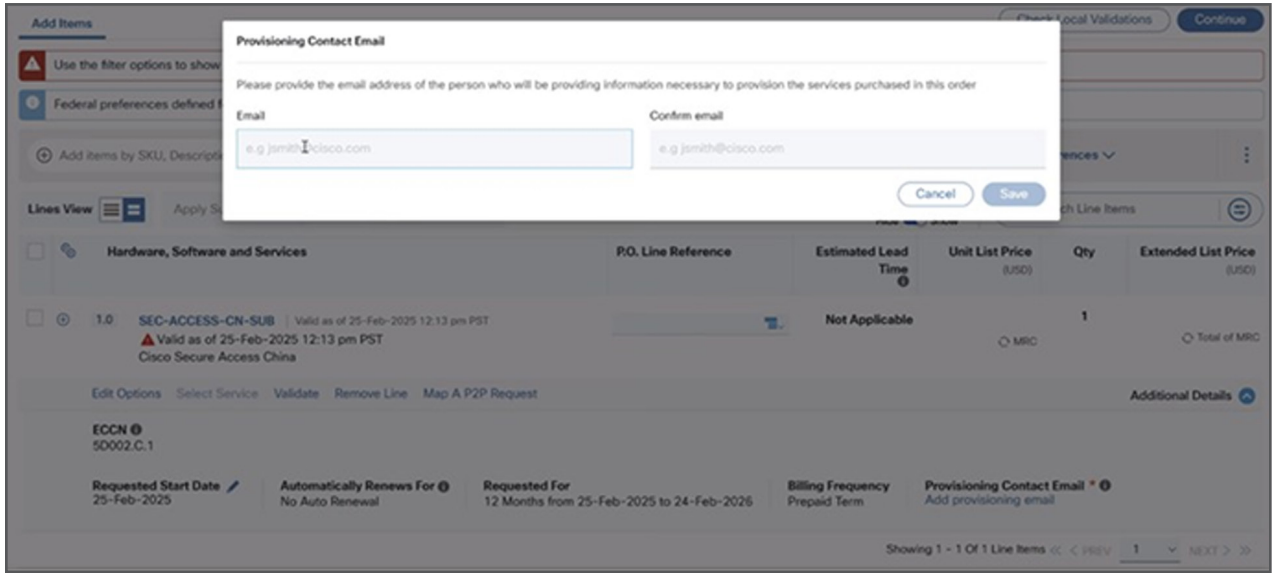
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After the order has been placed, a claim code will be created for the end customer and emailed to the address specified above for subsequent provisioning. Refer to the Security Cloud Control user guide for details. Upon activation, the end-customer administrator will receive a welcome email with instructions to log in to the Secure Access Dashboard to set up their services. When administrators have logged in to the dashboard, they will be aided by a setup guide as well as access to support resources in order to make sure their accounts are properly set up.

Quoting and ordering help

For quoting or ordering questions, please open a case at https://customerservice.cloudapps.cisco.com/.

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Manual renewal

Any subscription can be manually renewed if the customer or partner desires, with standard terms of 12, 36, or 60 months. For manual renewals, quotes are created using the same process as the Change-Subscription process outlined below. This process will create a new quote. After a quote is approved, it can be converted to an order following the standard process.

Subscription changes (Change-Subscription)

Changes to the products, quantities, or terms of a subscription may be made at any time during the term of the subscription. To change the subscription, please refer to this Cisco Commerce Change Subscription Job Aide. Attempting to add products or users by creating a new subscription will result in an ordering error. Subscription changes to Secure Access from existing Umbrella or Secure Connect subscriptions is a manual process and cannot use the automated change subscription process described here.

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