



Please ensure that your Cisco Connection Online (CCO) ID is associated to Cisco GEMSS Program. Base year contract end date is 20 June 2022. Please contact [armyhtom@cisco.com](mailto:armyhtom@cisco.com) for assistance.

## GEMSS Program

### What is it?

The Army's Cisco Global Enterprise Modernization Software and Services (GEMSS) contract is an innovative support vehicle that expands the Army access to technical services and enables unlimited software licenses for Cisco routing, switching, and wireless technology.

### What is included?

#### Software

Cisco Commercial off-the-shelf (COTS) Networking Enterprise Agreement.

#### Support

Cisco SmartNet Total Care (SNTC) and Cisco Software Support (SWSS), plus prolonged cyber vulnerability remediation for Cisco C3750, C3650, C3560, C3850 switches.

#### Advanced Services

Cisco Advanced Services (AS) delivered by appropriately cleared Cisco operations managers and network engineers.

#### Customer Success Resources

Consultations with technical experts—customer success executives, activation specialists, and service delivery managers to optimize solutions and accelerate time to value. Details at <https://www.wwt.com/gemss-enablement-resources>

#### Lifelong Learning

Training for staff is available through [Cisco Network Academy \(NetAcad\)](#) & [Cisco Digital Learning \(CDL\)](#).

## Software Covered

### DNA Advantage for Routing

Includes traditional features in use 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.

### Voice, Video, and Security Software

Previous Army enterprise agreements include licenses for Cisco Collaboration Voice, Video, Identity Services Engine, Umbrella, and Any Connect.

### Downloading Cisco Software

For a full list of available software visit <https://www.wwt.com/gemss-product-resource-guide>. Users must have a Cisco.com account, registered with a Mail.mil or Army.mil email address, to access software. All software can be consumed through <https://cloud.email-wwt.com/Cisco-License-Access>.

\*Some features require DNA Center (DNAC) requests for a limited number of appliances. Contact [usarmyciscodna@wwt.com](mailto:usarmyciscodna@wwt.com).

Be sure to associate your Cisco.com account with the correct contract number. For help, visit <https://www.cisco.com/c/en/us/about/help/login-account-help.html>.

## Advanced Services

### High Touch Operations Management (HTOM)

Cisco provides a single point of contact for case prioritization and support of open Cisco service requests; monitoring of all return material authorizations (RMAs); and coordination of Cisco support organizations, escalation processes, and customer resources for service request. The HTOM is responsible for assisting the customer and for addressing, researching, resolving, and responding on issues relating to licensing.

### High Touch Technical Support (HTTS)

Cisco provides reactive support by cleared and Cisco-certified technical engineers from 8 a.m.-8 p.m. (Eastern). Overnight on-call support is available. Support includes access to Cisco IOS updates, the ability to transfer data, and the ability to communicate at network security levels.

### Advanced Services Resources

Cisco engineers at specifically designated locations will provide services to support implementation, delivery, and management.

### Asset Management

Cisco will provide resources to create, maintain, and document Cisco hardware, software, and all license requirements.

## Support

### Smartnet Total Care & Software Support Services

#### Technical Support (SNTC)

Unlimited 24/7/365 SNTC support for all Army-owned, Cisco-branded, hardware and software. Four-hour replacement for up to a 10% of the Army's identified installed base list for equipment available within a 4-hour delivery radius of a Cisco Depot.

#### Software Support (SWSS)

Unlimited 24/7/365 Software Support Services (SWSS) for all SWSS-eligible and entitled Cisco application software.

See next page for detail on how to access licensing and technical support.



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## Accessing Licensing

### Request Process

#### Existing Products: Licenses and Training

For licenses and access to Cisco Digital Learning (CDL), use Cisco License Access and Download Request form: <https://cloud.email-wwt.com/Cisco-License-Access>

Users must provide the following:

1. Command / Organization for smart account provisioning and approval chain
2. Quantity of licenses requested
3. Licensing Specifics / Features Required
4. Hardware / Appliance Model

#### New Product Purchases

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

1. Smart Account Name: "United States Army"
2. Smart Account Domain: "Army.mil"
3. Virtual Account: Command or Organization

### Accessing Licenses

To access software licenses, customers must associate their Cisco.com account with the "Army.mil" smart account. Customers can gain access to the correct smart account by either of the following:

1. Smart Contact [usarmyciscoea@wwt.com](mailto:usarmyciscoea@wwt.com) and provide
  - Cisco.com userID
  - Army Command
  - Access Requirements
2. Submit a request through [software.cisco.com](https://software.cisco.com) using the "Existing Account" or "New Account" request link.

The account domain identifier will be "Army.mil" and in the "Reason for Request" box, users will need to provide their Command or Organization info

### Accessing Netacad

Network Academy is available to 20,000+ Soldiers, Army Veterans, Army Civilians and contractors. To access the training portal visit <https://www.wwt.com/lifelong-learning-through-cisco-education>.

## Accessing Technical Support

### SmartNet Total Care

Unlimited 24/7/365 Smart Net Total Care (SNTC) support and Software Support Services (SWSS) for all Army-owned Cisco-branded hardware and eligible software covered for the Base Year. Use this as the first option for any existing Cisco product or service issues.

### How to Open Service Requests

#### Severity Levels 1 and 2

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

#### Severity Levels 3 and 4

Open your service request using the online tool: <https://mycase.cloudapps.cisco.com/case>

### Information Needed to Open a Service Request

1. Your Cisco.com ID and contact information (full name)
2. Severity of your service request (see Severity Levels listed below)
3. Preferred contact method (email, phone number)
4. GEMSS Contract #HC108421F0175 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

### Severity Levels

**Severity 1 (S1):** Network or environment is down or there is a critical issue affecting business operations. WWT and Cisco, along with the Government POC, will commit to 24x7 coverage until the case is resolved.

**Severity 2 (S2):** Operations on an existing network or environment is severely degraded. WWT and Cisco, along with the Government POC, will commit full-time resources during standard business hours to resolve the situation.

**Severity 3 (S3):** Operational performance of your network or environment is impaired. WWT and Cisco, along with the Government POC, will commit resources during standard business hours to resolve.

**Severity 4 (S4):** 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, you may escalate the case.**

**During normal business hours (8 a.m.–8 p.m. Eastern):** Contact Cisco TAC at 1-800-553-2447 and ask to raise your request to Severity Level 1 or 2. If at any time you need assistance, contact your HTOM directly via phone or email: [armyhtom@cisco.com](mailto:armyhtom@cisco.com)

**Outside normal business hours (including weekends/holidays):** Contact Cisco TAC at 1-800-553-2447 and ask to raise your service request to Severity Level 1 or 2. The on-shift TAC Duty Manager can be engaged at this time or email the on-call U.S. Public Sector HTOM at: [gsghtom@epage.cisco.com](mailto:gsghtom@epage.cisco.com)