

Cisco Service Provider Video Software Solutions Business

Introduction

On October 28, 2018, Permira Funds, a global private equity firm, completed the acquisition of Cisco's Service Provider Video Software Solutions (SPVSS) business. Permira created a new company, Synamedia, focused on developing and delivering video solutions to the pay-TV industry.

To facilitate a smooth transition for our customers and partners, Cisco provided certain transition services to Synamedia for a period of time. All services and support for SPVSS products have now transitioned to Synamedia.

Quoting, ordering, and renewals

Q. What products and services are part of the SPVSS business that transitioned to Synamedia?

A. The list of product families that are in scope can be found [here](#).

Q. How do customers and partners quote and order SPVSS products and services?

A. Customers, partners, and distributors work with Synamedia on quotes using Synamedia's tools, processes, and systems.

Q. How do customers and partners renew services for SPVSS?

A. Customer and partners contact Synamedia for new SPVSS renewal quotes at one of the below aliases. Synamedia will process the orders for these new renewal quotes on its systems.

Q. Whom do I contact at Synamedia to get a quote or renewal?

A. For Synamedia Sales contacts, please reach out to:

- North America Sales: sales-northam@synamedia.com
- LATAM Sales: SalesLatam@synamedia.com
- EMEA Sales: sales-emea@synamedia.com
- Greater China/APJ Sales: salesapac@synamedia.com
- All Other Sales Questions: salesinfo@synamedia.com

Technical support

Q. How do customers get technical support for SPVSS products?

A. Customers and partners will use Synamedia processes and tools to access technical support for SPVSS products, including RMAs. To provide continuity of support services, customer technical support records related to on-going and closed SPVSS product support cases will be transferred from Cisco to Synamedia. Customers and partners can contact Synamedia online, by phone, or by email:

- [Online Support Portal](#)
- Phone: 1 855-605-8390
- Email: tac@synamedia.com

Note: Synamedia has contracted with Cisco to provide RMA service delivery on their behalf for select contracts/PIDs through April 2021.

Service agreement contracts

Q. What changes were made to SPVSS service contract numbers?

A. Cisco created new service contracts for customers and partners with active SPVSS support contracts. For customers and partners with mixed technology contracts that include SPVSS, Cisco created a new SPVSS-only service contract that starts with 10000.

Q. Can changes be made to SPVSS service contracts?

A. No, partners and customers can no longer make product moves, adds, changes, or deletions for SPVSS products, with the exception of those customers with active Sweeps commercial contracts that wish to make changes within the terms of their existing sweeps contracts until the contract end date. Any other changes must be under a new agreement with Synamedia.

Q. What happens to my service contract after the TSA exit?

A. Synamedia will have a copy of the detailed installed base service agreement and will continue to provide support for the services sold. All service contracts in Cisco's systems, except for those associated with Sweeps/Net Fixed Price agreements will be terminated after TSA Exit.

Q. Will customers be able to renew Cisco Sweeps/Net Fixed Price agreement with SPVSS included?

A. No. Synamedia is responsible for quoting all SPVSS business separate from Cisco when the current Cisco sweeps/Net Fixed Price legal contract term expires. Cisco account teams will renew Cisco Sweeps/Net Fixed Price contracts for Cisco business excluding any SPVSS once the current legal contract term expires.

More information

Q. Where can customers or partners find more information?

A. For any additional questions relating to SPVSS, contact Synamedia at salesinfo@synamedia.com.

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