

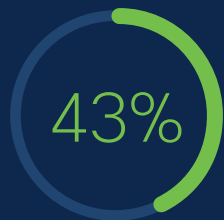
Cisco Support Services for Security Software

Fast track the benefits of your security software solution

In today's ever-connected mobile world, the imperative for a defensible security posture is a top priority. Managing security can seem overwhelming when faced with dynamic, sophisticated threats and increasing IT complexities. You invested in security software from Cisco to help you protect your environment and mitigate risks. But it doesn't stop there. You want to make sure that you get the most value from your Cisco® security products, that's where Cisco Support comes in.

Solution Support reduces your risk by coordinating support of multiproduct issues on your behalf and solving complex issues faster than most customers can do on their own. With Software Support Enhanced and Premium, we team with you to understand your IT environment and technical adoption goals, shorten the time it takes to use your security software, and help maximize the benefits of your investment.

With multiple service levels to choose from, you can select the right option for your business needs.



Faster time to solve complex problems¹



Faster time to complete software updates¹



Fewer help-desk tickets escalated to Level 2/3¹

Benefits

- **Reduce risk:** Priority response times and direct access to security experts facilitate problem resolution.
- **Achieve faster value:** Accelerate onboarding, adoption, and use of your software investment with guidance from specialists.
- **Improve security posture:** Maintain a highly secure and reliable network when your designated trusted advisor recommends best practices.

¹ See the IDC Business Value of Cisco CX Services: [full.study](#) or [snapshot](#).

Deliverables	Service levels		
	Solution Support	Enhanced	Premium
Software technical support (24x7 access to Cisco Technical Assistance Center [TAC]) Initial response target (Severity 1 and Severity 2 cases)	✓ 30 minutes	✓ 30 minutes	✓ 15 minutes
No triage required to open a case	✓	✓	✓
Primary point of contact for multiproduct support coordination	✓	✓	✓
Deep expertise on solutions, products, and interoperability	✓	✓	✓
Onboarding guidance for configuration, deployment, migration, and IT software integration		✓	✓
Technical adoption		✓	✓
Configuration reviews		✓	✓
A designated technical expert serves as a trusted advisor and provides lifecycle guidance for ongoing performance management and optimization			✓
Incident and escalation management			✓
Periodic technical reviews, including case analytics			✓

Each upgraded service level provides incremental benefits

Security product subscriptions include either Embedded Support or Software Support Basic.

For faster response times, help triaging an issue, and a primary point of contact who will coordinate problem resolution for multiproduct and multivendor solutions on your behalf, choose Solution Support.

If you want to accelerate deployment, configuration, and integration of your software, plus receive technical help with adopting features that will mean the most to your business, choose Software Support – Enhanced.

For assistance and advice managing the full lifecycle of your software, choose Software Support – Premium. A technical expert will get to know your IT environment and provide additional context for solutioning issues and managing escalations.

Next steps

Your Cisco account manager or Cisco authorized reseller can help you choose a service level that meets your needs.

To learn more about Software Support for Security and the products supported, view the [Software Support](#) web page. For additional information on Solution Support and what companies are Solution Support Alliance Partners, view the [Solution Support](#) web page.