

Cisco Software Support Service



Benefits

- Protects your software investments from becoming obsolete
- Resolves software issues quickly
- Offers cost savings over time
- Keeps your Cisco software applications up to date and performing as expected

Complete Software Support Keeps Your Systems Running Smoothly

Cisco® Software Support Service (SWSS) offers comprehensive coverage for the software application products and suites that keep your systems and your business running smoothly.

SWSS is a single offer that provides end-to-end support for your Cisco software products. Entitlement to software maintenance, minor, and major release updates helps increase business value and ROI for your Cisco software products. SWSS is required for a minimum of 12 months to help you reduce network disruptions and application availability.

Access Cisco technical experts and online resources 24 hours a day, 365 days a year. Take advantage of multiyear discounts to keep your network performing as needed.

Helping Deliver a Positive ROI for Your Software Investments

To help ensure that your software applications deliver the results you expect and a positive return on your investment, SWSS contracts include support from our award-winning Cisco Technical Services.

- Foundational Technical Support
 - Full-time telephone, remote technical, and maintenance support services 24 hours a day, 7 days a week, from the Cisco Technical Assistance Center (TAC). This comprehensive level of support gives you access to specialized engineers who can analyze complex application software and network issues to assist you with incident remediation.

- Software Updates
 - Your service contract entitles you to available software application maintenance, minor, and major updates to help keep your system operating efficiently and up to date.
- Services-Enabled License Portability and Ongoing Innovation
 - When ordered as part of Cisco ONE™ Software, SWSS enables license portability across the bundled products. License portability allows you to reassign Cisco ONE Software license entitlements when refreshing your hardware, eliminating the requirement to repurchase software licenses for new hardware.
 - Ongoing innovation provides Cisco ONE Software customers who maintain a valid SWSS contract with access to new suite features and capabilities, which are subsequently added into a purchased Cisco ONE suite.
- Online Access for Tools and Resources
 - Anytime access to the Cisco Support website provides extensive tools and resources to help you quickly resolve technical issues, submit support requests, track your case resolution, and obtain software updates and upgrades.

Next Steps

Cisco Software Support Service can be ordered directly through your Cisco account manager or through our global network of certified partners. Find a partner near you using the Cisco Partner Locator at www.cisco.com/go/partnerlocator. To manage your services ordering and contract management online, visit www.cisco.com/go/servicesordering.

For more information about Cisco Software Support Service, visit www.cisco.com/go/swss or contact your local account representative.

