



Cisco Software Application Support Services

Enhance operational efficiency and performance by maintaining the integrity of your application software

Specialized Support for Cisco Application Software

Cisco® Software Application Support Services are essential to keeping your business-critical applications available, secure, and operating optimally. They strengthen the functionality and reliability of Cisco software applications through access to Cisco's latest software updates, online tools, and communities that help you solve issues quickly to keep your business operating smoothly and enrich the value of your network investment.

Cisco offers two levels of support services:

- **Cisco Software Application Support (SAS) Service:** Delivers timely, uninterrupted access to Cisco's latest software application updates, including bug fixes, maintenance, and minor releases for the covered software application as well as 24-hour technical assistance from the Cisco Technical Assistance Center (TAC) and unrestricted access to a wide range of online tools and communities that help you solve issues quickly.
- **Cisco Software Application Support plus Upgrades (SASU) Service:** Delivers all the components of SAS, plus major upgrade releases that might include significant architectural changes and new features and functionality.

Support for a Range of Applications

Cisco SAS and SASU are available for a wide range of products in technologies including, but not limited to:

- Network management
- Security management
- Data center application products
- Mobile wireless applications

Support for Cisco Unified Communications applications is provided through Cisco UC Essential Operate Service. For an up-to-date list of the services available for your Cisco products and applications, visit our Service Finder tool at www.cisco-servicefinder.com.

Business Processes Depend on Reliable Applications

As network applications become increasingly important to your business operations, they open the door to new opportunities in improving collaboration and efficiency. However, at the same time, they can introduce new challenges:

- **Optimal application performance and efficiency:** Networked applications are the heart of many of your business processes and must consistently deliver optimal performance to help you maintain your competitive edge.
- **24x7 business continuity:** As the network evolves and you add new business processes, applications, and services, the consequences of downtime increase dramatically, and delayed issue resolution can bring your company's business operations to a standstill.
- **Changing technology:** Technology is changing faster than ever before, and keeping your software and IT staff up-to-date on the latest advances and capabilities can be costly, inefficient, and time-consuming.
- **Regulatory compliance and security:** Security issues can affect your network performance and your company's ability to meet government and industry regulations.



Keep Applications Available, Secure, and Operating Optimally

Cisco SAS and SASU protect your application investment and help improve the performance and availability of your applications.

- **Boost the availability and performance** of the core applications you depend on to keep your business operations running efficiently.
- **Improve your competitive advantage** by implementing new applications and major software application upgrades more quickly and efficiently.
- **Maintain the performance and efficient operation** of important business applications by staying current with update releases on your Cisco software applications.
- **Lower your total cost of ownership** through instant access to new software application updates and major upgrades.
- **Accomplish more with limited resources** by providing your staff with access to Cisco expertise and automated troubleshooting tools.
- **Reduce security, operational, and business risk** by keeping software application releases current to safeguard business assets and improve regulatory compliance.
- **Engage Cisco engineers**, who apply specialized end-to-end software application and network knowledge and Cisco best practices for technology and business results.
- **Access a wide range of online tools and communities** that can help you solve issues quickly.



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Support Features That Extend the Value of Your Applications

Focusing on the operate phase of the network lifecycle, Cisco SAS and SASU deliver award-winning technical service and support. The services cover more than 150 Cisco software applications in major technologies.

Cisco SAS and SASU offer:

- **Software updates (available with both SAS and SASU) and major upgrades (available with SASU only)** help keep applications performing optimally by maintaining up-to-date release levels.
- **Access to Cisco TAC** provides fast, specialized support 24 hours per day, 365 days per year by telephone, fax, email, or the Internet for accurate, rapid diagnosis and resolution of software application issues.
- **Online tools** build and expand in-house expertise, boost business agility, and help staff diagnose problems, understand new technologies, and keep current with innovative software enhancements.
- **Collaborative learning** provides additional knowledge and training opportunities from Cisco and other networking professionals in online communities.

More Than a Warranty

Your Cisco Software Application Support Service contract entitles you to services and support that are designed specifically for Cisco applications. These services are an important addition to your Cisco product warranty, which provides for the integrity of a product but does not provide support services, updates, and major upgrades. Cisco SAS and SASU provide important services that protect your software application investment, just as Cisco SMARTnet® Service protects your hardware and operating system.

Availability and Ordering

Cisco SAS and SASU Services are available globally. Some Cisco software applications might offer only SAS or only SASU. For a complete list of the services available for your Cisco products and applications, visit our Service Finder tool at www.cisco-servicefinder.com.

For More Information

For more information visit www.cisco.com/go/services/applicationsupport or contact your local account representative.

Service	Duration	Hardware Replacement	Cisco Operating System Updates	Minor Software Application Updates	Major Software Application Upgrades	Cisco Technical Assistance Center (TAC) support	Registered access to cisco.com
Cisco SAS	Renewable annual or multiyear contracts	No	No	Yes, including bug fixes and maintenance releases	No	Yes, for resolution of issues involving covered software	Yes, including Cisco Knowledge Base, Tools, and case opening
Cisco SASU	Renewable annual or multiyear contracts	No	No	Yes, including bug fixes and maintenance releases	Yes, including new features and increased functionality	Yes, for resolution of issues involving covered software.	Yes, including Cisco Knowledge Base, Tools, and case opening
Cisco SMARTnet	Renewable contracts	Advance replacement: <ul style="list-style-type: none"> • 8x5xNBD • 8x5x4 • 24x7x4 • 24x7x2 	Yes, Cisco OS software updates and support concurrent with hardware duration	No	No	Yes, for hardware related issues.	Yes, including Cisco Knowledge Base, Tools, and case opening
Cisco warranty	Standard hardware: 90 days ¹ Standard software: 90 days ¹	Advance replacement (10 days) for defective only	No ² . replaces software media only during first 90 days	No	No	No	No

1. Some specific products offer one-year/limited lifetime. Optical networking products offer five-year limited hardware warranty and one-year limited software warranty.
2. Warranty provides that software media are defect-free and the software substantially conforms to its published specifications.