

Overview

Cisco IronPort Platinum Plus Support Program

The Cisco® IronPort Platinum Plus Support Program provides a comprehensive array of support services to assist in the administration and maintenance of Cisco IronPort security products. Features are designed to meet the strict demands of large global customers who require unparalleled attention for their mission-critical business solutions.

Feature Summary

- 24x7x365 Priority 1 Support
- Preferential Ticket Handling
- Ticket Management Options
- Platinum Plus Support Team
- Cisco IronPort Support Portal
- Major Software Release Reviews
- Hardware and Software Support
- Configuration Review
- Reputation Alert Service

Operations Information

Office Hours	Monday 12 a.m. – Saturday 2 a.m. UTC/GMT Sunday 4 p.m. – Friday 6 p.m. PST
Priority 1- Critical	24x7x365 Toll-Free Phone Support
Priority 2-4- Non-Critical	24x5 Appliance, Web, Email and Phone Support
Ticket Priority and Response SLA	Priority 1 – Critical (Operation Stopped): < 1 Hour Priority 2 – Serious (Operation Restricted): 4 Hours Priority 3 – Important (Workaround Available): 24 Hours Priority 4 – Request (Information or New Feature): 24 Hours
Ticket Management	Appliance – Open a ticket from your Cisco IronPort appliance Web – Manage tickets in the Cisco IronPort Support Portal Email – Email from registered administrator addresses Phone* – Call our global toll-free international numbers <i>*Support provided in English</i>

Platinum Plus Features

Support Portal

Ticket Management Easily open, update and manage tickets online in the portal.

Forums Communicate with other customers and partners in our global user community, Cisco IronPort Nation.

Knowledge Base Search an extensive database for answers to technical questions.

Documentation Download user guides, manuals, release notes and other collateral.

Virus Outbreaks View filters for up-to-date outbreak rules used to detect viruses.

Security Alerts Updated listings of vulnerabilities and issues.



Platinum Plus Features (Continued)

Hardware and Software Support

Software Upgrade Notifications Periodic email notifications about system modifications and software upgrades are sent to registered Cisco IronPort system administrators.

Software Upgrades Convenient upgrades to the most current software releases, initiated by the administrator, can be performed directly from Cisco IronPort appliances at any time.

Hardware Support* In the event of a critical hardware malfunction, Cisco provides field units and limited hot-swappable replacement parts with Advanced Replacement installation and RMA return instructions.

**Recommendation: Purchase one (1) Spares Kit for every four (4) Cisco IronPort appliances in the production environment.*

Remote Diagnostics When working a support case, Cisco IronPort Customer Support Engineers have the ability to perform remote diagnostics. Support tunnels are initiated and opened only with the permission of the customer.

Account-Based Services

Preferential Ticket Handling Cisco IronPort customers with Platinum Plus Support receive preferential ticket handling for effective and efficient ticket resolution.

Platinum Plus Support Team A team of support engineers is assigned to the customer for 24x5 coverage.

Major Software Release Reviews To highlight new features and fixes in the release notes before general availability, technical reviews of major software releases are provided via WebEx.

Configuration Review To provide input for optimal appliance setup, and to suggest new or under-utilized features that will benefit Platinum Plus customers, configuration reviews are scheduled annually.

Reputation Alert Service (pre-release) To alert subscribers when their SenderBase Reputation Score (SBRS) drops on subscribed outgoing mail servers.

Ticket Processes

Ticket Handling Cisco is dedicated to providing a superior customer support experience each and every time. For a streamlined approach, and to ensure effective problem resolution, ticket processes leverage priority, service level agreements (SLAs) and issue categorization.

Ticket Escalation Tickets that require additional attention are escalated internally to a Cisco IronPort Customer Support Manager. To ensure consistent ticket management, the Cisco IronPort Customer Support Engineer who opens each ticket will continue to handle it through resolution.

