

Cisco Software Support for Security

Fast track the benefits of your security software solution

In today's ever-connected, mobile world, the imperative for a defensible security posture takes front and center stage. 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. It doesn't stop there. You want to make sure that you get the most value from your Cisco® security products, and if issues arise, you can get the support you need to keep your business running smoothly. That's where Cisco Software Support comes in.

Cisco Software Support helps you speed the time to use your security software, increase technical adoption, and maximize the full benefits of your investment faster. We team with you to understand your IT environment and adoption goals, provide proactive support, and take corrective action to quickly resolve and often preempt and avoid issues.

With three service levels to choose from, you can select the right support service for your business. Each upgraded service level provides incremental benefits, including faster support times from security software and solution experts, priority case handling, technical onboarding and adoption, and proactive services that can reduce risks and improve your security posture.

Benefits

- **Maximize value faster**
Speed onboarding, adoption, and use of your security investment
- **Reduce risk**
Facilitate a quick mean time to resolution in the event of any issues
- **Improve security posture**
Maintain a highly secure and reliable network from Cisco and partner experts who know the customer's environment

Deliverables	Software Support service levels		
	Basic	Enhanced	Premium
Software technical support <ul style="list-style-type: none"> 24x7 case submission and technical assistance Initial response time service level objective for Severity 1 and 2 cases 	 60 minutes	 30 minutes	 15 minutes
Software updates <ul style="list-style-type: none"> All software release updates of the supported product 			
Knowledge base and online resources <ul style="list-style-type: none"> Online access to standard adoption materials, marketing materials, all support tools, and product knowledge 			
Priority technical support <ul style="list-style-type: none"> Priority handling of cases based on Software Support service level Direct access to software technical support experts 		Over Basic level 	Over Enhanced level
Technical onboarding <ul style="list-style-type: none"> Welcome email, kickoff meeting, technical discovery meeting, and best practices for interacting with Cisco technical support Advice and assistance for Smart Account setup and Smart License activation Support and guidance for software deployment Technical adoption support for integrating and deploying software into the IT environment 			
Learning and training <ul style="list-style-type: none"> Recommendations for pertinent learning and training available on Cisco.com or the Cisco® Learning website User access to Cisco Learning Library based on product and amount purchased 			
Technical adoption <ul style="list-style-type: none"> Ongoing guidance for IT help desks that support internal users Support and guidance for software updates, migration, and performance maintenance Periodic system risk evaluations Guidance for software usage Periodic technical adoption reviews with actionable recommendations for ROI improvements provided by usage metrics 			
Designated service management <ul style="list-style-type: none"> Assigned expert with specialized technical knowledge of the customer's Cisco software solution Product-level expert providing incident management, case escalation management, and change management Product-level support geared toward the customer's specific environment, including monitoring, proactive consultation for integrating software features into customer workflows, advise on upgrades, migration, and expansion, and software configuration reviews and recommendations to reduce service disruptions 			
Support case analytics <ul style="list-style-type: none"> Support case analysis for Severity 1 and 2 issues with best practices to reduce support cases Periodic technical reviews of overall operational performance 			

Choose the right service level to fit your business needs

Software Support Basic service level is included in security product subscriptions and includes 24x7 technical assistance, software updates, and access to online resources.

For faster response times to support uptime and compliance objectives, Cisco recommends Software Support Enhanced or Premium service levels. The Enhanced and Premium service levels provide direct access to security software and solution-level experts so that you can rest assured that your issue can be resolved quickly, and your business can run smoothly.

Software Support Enhanced and Premium service levels are especially beneficial if you need faster deployment of your software and rapid technical adoption that leads to a faster time to achieve value and return on your investment. With technical onboarding, your IT team receives guidance on configuring and integrating your Cisco security software into your IT environment so that they can speed deployment and protect your products quickly. With the technical adoption guidance, your IT team can increase adoption and use of your security investment so that they can fully use its features and realize maximum value.

You also receive proactive support services, such as periodic system risk evaluations and technical reviews with recommendations to make sure you are getting the most value from your investment and you are meeting your business objectives.

Case study

Software Support Premium service helps a growing energy company enhance cloud email security and threat response

Customer situation:

- Rapidly growing company had a fragmented and decentralized technology infrastructure
- Their resource-constrained IT team struggled to integrate their security products into their infrastructure and manage security
- They were experiencing slower response times to email threat compromises and policy violations and needed a more robust solution

Solution:

- Cisco Cloud Email Security
- Cisco Software Support Premium

Cisco Software Support Premium service provided guidance to the IT team for configuring and integrating Cisco Cloud Email Security into

their environment and verified policies were correctly set up and could be properly enforced. An assigned software support expert quickly identified and resolved an issue with a third-party tool for email synching in groups and delivered recommendations for performance tuning to mitigate service disruptions and future issues.

Business outcomes:

- Efficiency gains from improved threat detection, incident resolution, and reduced end-user downtime
- 20% IT staff productivity gains
- Standardization, simplification, and automation of policy management, breach, and threat detection
- Improved regulatory compliance
- Improved agility and ability to scale security policies
- Enabled more secure IT environment

Next steps

Your Cisco account manager or Cisco authorized reseller can help you choose between the Basic, Enhanced, and Premium service levels. To learn more about Software Support for Security, and the products supported, please view the [Software Support data sheet](#). For additional information, please contact your account manager or an authorized Cisco reseller.