Protect Your Network with Security and Support

Effective network security demands an integrated defense-in-depth approach. The first layer is the enforcement of the fundamental elements of network security. Cisco® Security Solutions provide these elements to form a security baseline, creating a strong foundation on which more advanced technologies can be built.

Each product in your security environment interacts with many Cisco and third-party hardware and software products.

- When you have a problem, do you know which product is at fault?
- Would you know if the issue lies within a firewall or one of the products with which it interacts?
- Which of your many network vendors should you call for support?

Speed to detect and remediate issues is critical because every second counts when networks or data is concerned.

Centralized Support from Cisco

We can help you get the most out of your network investment by increasing reliability and performance of your security products with Cisco Solution Support for Network Security. This service offers Cisco solution expertise and accountability for centralized issue management and resolution among the Cisco and solution partner products within your Cisco Security Solution (Figure 1).

Figure 1. Cisco Solution Support Features

Why Use Cisco Solution Support?

- **Innovate with confidence:** Take the leap to new technologies to accelerate your business. Our expert Cisco engineers are here to support your IT team, especially when it relates to solutions based on new and complex technologies interacting with your Cisco Security Solution.

- **Focus on your business, not managing complex issues:** Focus on daily business operations and serving your own customers while we take care of unexpected issues that need immediate attention and resolution.

- **Resolve complex solution-level issues more quickly:** Experience increased reliability and performance of your Cisco Security Solution as we fast track issue resolution through deep architecture experience and established processes for managing solution partners

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How You Benefit from Cisco Solution Support

- Primary Cisco contact who initiates issue resolution and eliminates self-diagnosis of complex issues

- Solution partner coordination by Cisco that eliminates your need to broker support conversations

- End-to-end case management by Cisco that provides continuity of service from first call to resolution

- Ability to open a case even if you only suspect there's an issue, saving time and resources

- Deep Cisco experience across technologies often resulting in immediate issue resolution

- Cisco interoperability expertise that holistically fixes problems without creating new ones

- One service that combines Cisco product and solution-level support for comprehensive care

- Purchase and renew this service for Cisco products in Cisco Network Security, and they remain covered if deployed in our other eligible solutions.

Adopt Cisco Security Solutions with confidence. Free up your IT team and leave complex issue management and resolution to us. We have you covered with Cisco Solution Support for Network Security.

Resolve Complex Issues More Quickly

Product support is ideal when an individual component needs attention. However, in multivendor environments, issues are often more complex. You need to isolate and resolve issues without creating additional problems.

Cisco Solution Support is proven to resolve complex issues quickly in multivendor environments (Figure 2). In a Cisco study of 10,000 complex support cases, Cisco Solution Support resolved cases 41 percent more quickly than using product support alone. This helped customers resume normal business operations nine days sooner.
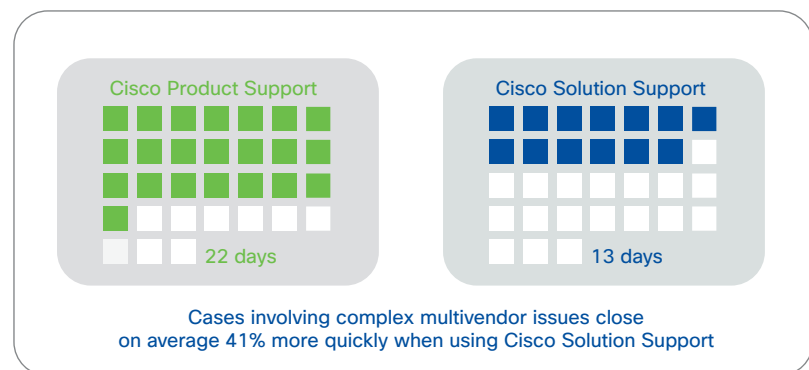

Figure 2. Cisco Solution Support Resolves Complex Issues Quickly

How It Works

Cisco Solution Support for Network Security simplifies and expedites the process when resolving complex issues. It combines Cisco product support—Cisco Smart Net Total Care Service or software services—with solution-level support into one service. Simply purchase Cisco Solution Support* for each Cisco hardware or software product in your Cisco Security Solution. By taking a solution-level approach, Cisco is responsible for managing product support teams to resolve any issue, no matter where it resides.

* Product support for solution partner products within your Cisco Security Solution is required. Contact these vendors for details and purchasing.

Next Steps

- Review the Cisco Solution Support for Network Security service definition for technical details and product coverage.

- If you have purchased Cisco product support services for your Cisco Security Solution, consider upgrading to Cisco Solution Support.

- Find more details about Cisco Solution Support at cisco.com or contact your local Cisco sales representative.