



Offer Description – Product

Cisco XDR

This Offer Description is part of the [General Terms](#) or similar terms existing between You and Cisco (e.g., the End User License Agreement) (the “**Agreement**”). Capitalized terms, unless defined in this document, have the meaning in the Agreement. Any references to the Supplemental End User License Agreement or SEULA mean Offer Description.

1. Summary

Cisco XDR enables teams to detect, prioritize, and respond to advanced threats. It is a cloud-based solution that streamlines security operations by presenting prioritized incidents that are correlated across telemetry ingested from multiple Cisco and 3rd party sources. The process of event correlation involves continuous data analytics across current and historical data. Embedded automation, orchestration, and guided remediation recommendations help mitigate threats, reduce response times, and increase coverage without additional staff. With a data-driven approach, SOC teams can prioritize impactful events and strengthen overall security while enhancing resilience.

2. Support and Other Services

- 2.1 **Support.** Your purchase of Cisco XDR includes Enhanced Support. Premium Support is an optional add-on. Cisco will provide You with support for the Product as described here: <https://www.cisco.com/c/en/us/products/se/2019/8/Services/cx-cisco-software-support-for-security-data-sheet.html>.
- 2.2 **XDR Premier.** If you have purchased an XDR Premier license, Cisco will provide You with the services described at: https://www.cisco.com/c/dam/en_us/about/doing_business/legal/service_descriptions/docs/Cisco-XDR-Premier-Services.pdf.
- 2.3 **Other Services.** An XDR subscription includes the right to access and use Security Cloud Control and Security Cloud Sign-On Control. Security Cloud Control provides You a unified experience in deploying and managing Your subscription. Security Cloud Sign-on is used as a single sign-on (SSO) across products and operates as the native Identity Provider (IdP) or delegated IdP across selected Cisco products.

3. Data Protection

The [Cisco XDR Privacy Data Sheet](#) describes the Personal Data that Cisco collects and processes as part of delivering the Product.

4. Special Terms

- 4.1 **Disclaimer.** Cisco does not represent or warrant that the product will guarantee absolute security due to the continual development of new techniques for intruding upon and attacking files, networks and endpoints. Cisco does not represent or warrant that the product will protect all your files, network, or endpoints from all malware, viruses or third-party malicious attacks. Cisco does

not make any representations or warranties regarding any third-party system or service to which a product integrates or to any ongoing integration support. Integrations made accessible to you that are not a generally available product included on your order are provided on an “as is” basis. XDR automate enables customers to program automated workflows. Customers are responsible for ensuring that workflows are programmed carefully, in accordance with the technical documentation supplied by cisco and with consideration for how that workflow might operate under potential differing circumstances. Cisco recommends all workflows be tested in a non-production environment prior to implementation in production.

- 4.2 **Subscription Start Date; Claim Code.** When Your order for Cisco XDR is received and accepted by Cisco, You will receive a subscription claim code via email. The claim code enables You to (i) set up your subscription in Security Cloud Control, and (ii) commencing on the requested start date (RSD) in the order, provision and access the Product. Your subscription will commence on the RSD whether You elect to provision Cloud Service(s) on the RSD or delay provisioning of one or more of the Cloud Services.