



## Offer Description – Product

# Cisco Multicloud Defense

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 Multicloud Defense (the “**Product**”) is a multi-cloud network security platform delivered as a service. It decouples the control and data plane, resulting in two components – the Cisco Multicloud Defense Controller and the Cisco Multicloud Defense Gateway. The Cisco Multicloud Defense Controller provides the management and control plane. It also deploys the Cisco Multicloud Defense Gateway, a Platform-as-a-Service (PaaS) used in the customer’s public cloud account(s) to provide advanced, inline security protections to defend against external attacks, prevent egress data exfiltration and prevent the lateral movement of attacks. The Product is only available for purchase as part of Cisco Defense Orchestrator, as described in the [Cisco Defense Orchestrator Offer Description](#). More information on Cisco Multicloud Defense can be found here: [cisco.com/go/multicloud-defense](https://cisco.com/go/multicloud-defense).

### 2. Support and Other Services

The Product has two levels of support: Embedded Support, which is included with the Product, and Solution Support, which is available for purchase separately. Cisco will provide You with support depending on the support level listed in the order.

- Embedded Support is described here: [Cisco Software Support Services](#).
- Solution Support is described here: [Cisco Solution Support](#).
- Cisco Severity and Escalation Guidelines are described here: [Cisco Severity and Escalation Guidelines](#).

### 3. Performance Standards

**Service Level Objective.** The Service Level Objective (“**SLO**”) described in the Cisco Defense Orchestrator Offer Description applies equally to the Product.

### 4. Data Protection

**Privacy Data Sheet.** The [Cisco Multicloud Defense Privacy Data Sheet](#) and the [Cisco Defense Orchestrator Privacy Data Sheet](#) describe the Personal Data that Cisco collects and processes as part of delivering the Product.

### 5. Special Terms

**Disclaimers.** While Cisco has used commercially reasonable efforts to create effective security technologies, 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 guarantee absolute security or that it will protect all your files, network, or endpoints from all malware, viruses, or third-party malicious attacks.