



Cisco Software Support Service

FAQ

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Overview

Cisco® Software Support Service (SWSS) supports continuous innovation with complete software coverage for software application products and suites that help keep your systems running smoothly. Improved availability and efficiency protect your network and your investment in Cisco software products with access to Cisco Technical Assistance Center (TAC), online resources, and the latest application updates and upgrades.

Highly trained TAC engineers can quickly analyze complex application software issues that might otherwise impact the network. The latest software application updates and upgrades help you stay current and support business evolution. And anytime access to Cisco online resources provide extensive tools and resources that help you quickly resolve technical issues and increase your knowledge. Cisco Software Support Service is available for Cisco Collaboration and Prime™ software products and software bundles, such as Cisco ONE Software and Unified Workspace Licensing. You can work with your partner or Cisco representative to learn more about this new service offer.

Q. What is Cisco Software Support Service?

A. Cisco Software Support Service helps your network and applications maintain the high availability and efficiency required for your business. You receive software updates and upgrades, access to the Cisco TAC, and instant access to online resources. By providing an integrated and comprehensive service, we help you quickly resolve issues while seeing cost savings and productivity gains.

Covered software products require Cisco SWSS support at initial point of sale for a minimum of one year.

Cisco SWSS offers foundational application software support that includes:

- Access to the Cisco TAC
- Access to Cisco.com knowledge base
- Software maintenance and minor updates
- Software upgrades

When ordered as part of Cisco ONE Software, Cisco SWSS provides the benefit of license portability across products. License portability allows you to reassign license entitlements from one hardware platform to another. This capability is very valuable when refreshing your hardware, eliminating the requirement to repurchase software licenses for new hardware. See the [Cisco ONE Software Portability Q&A](#) for more details.

Cisco Software Support Service has replaced Cisco Essential Operate Service (ESW) and Unified Communications Software Subscription (UCSS) for your software application service requirements and makes it easier to order and renew.

Q. What are the benefits of Cisco Software Support Service to my business?

A. Cisco Software Support Service provides the following benefits for your business:

- Ease of doing business: simplified way to order, renew, and manage critical software application services
- Investment protection: comprehensive service coverage entitles the product updates and upgrades for latest features and performance enhancements

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- Q.** How are existing contracts for Cisco Essential Operate Service and/or Unified Communications Software Subscription for Collaboration and Cisco Prime™ products impacted?
- A.** As existing ESW and/or UCSS contracts come up for renewal, they will be migrated to Cisco SWSS. For more information visit <http://www.cisco.com/go/swss>.
- Q.** Will existing Cisco Software Application Support (SAS) or Software Application Support Plus Upgrades (SASU) contracts be migrated to SWSS?
- A.** At renewal, Software Application Services (SAS) or Software Application Services Plus Upgrades (SASU) service contracts for Cisco Prime software products and Intelligent Automation products are renewed under SWSS. As other new software products become available, they may be associated with SWSS instead of SAS or SASU.
- Q.** Which Cisco software products are included under Software Support Service?
- A.** For the most current list of supported products, please contact your partner or Cisco account manager.

Quoting and Ordering

- Q.** How do I order SWSS?
- A.** SWSS can be ordering Cisco Contract Workspace at point of sale and in Cisco Services Contract Center using ECMU or equivalent service level.
- Q.** What is the minimum duration for SWSS?
- A.** The minimum is 1 year.

Renewals

- Q.** If a customer misses the renewal of SWSS after the first year, can it be renewed at a later stage?
- A.** As with any other service, any contract that is not renewed after 30 days of its end of coverage end date will have an expired status. Expired items are not covered, and partners are not able to take advantage of the renewal rate for them.

Resources

- Q.** How do I get more information?
- A.** Visit <http://www.cisco.com/go/goswss> or contact your Cisco account representative.



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Singapore

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