The bridge to possible

Cisco Software Support for Service Providers

Grow your business with confidence

Digital transformation is happening at warp speed, with an acceleration at speed and scale in consumer demand for information, communication, and entertainment services. The Cisco® Annual Internet Report forecasts 5.3 billion global Internet users by 2023, with approximately 1.6 networked devices and connections per person.[1] Reducing IT costs with agility and minimal downtime is of the utmost importance. At the same time, driving business innovation and growth while achieving fast time to market is critical to ongoing success.

To keep your systems and business current, Cisco Software Support for Service Providers offers technical support coverage for software application products. It provides basic coverage to keep your systems and your business running smoothly. Access Cisco technical experts 24 hours a day, 365 days a year. Take advantage of software maintenance releases, updates, and upgrades to increase ROI for your Cisco software products. Learn about new features by consulting anytime online support, adoption tools, and community help.

[1]Cisco Annual Internet Report, By the Numbers: Projecting the future of digital transformation,2018–2023.

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Benefits

- **Increase efficiency** by providing your IT teams with comprehensive technical expertise and minimizing their operational expenses.
- **Accelerate your desired business outcomes** with a focused, results-driven approach aligned with your business growth strategy.
- **Reduce your OpEx** through a flexible monetization model that allows CapEx-based software upgrades.
- **Increase your service uptime** with direct access to Cisco experts.

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Table 1. Software Support for Service Providers: Basic and Basic without upgrades

Deliverables		Software Support Levels	
		Basic	Basic without upgrades[2]
Software technical support	• 24-hour case submission and technical assistance • Initial-response-time service-level objective for Severity 1 and 2 cases	✓ 60 minutes	✓ 60 minutes
Software upgrades and updates	• Access to the latest features and updates through the software download center.	✓ Upgrades & Updates	
Software maintenance releases	• Software releases for routine bug fixes and necessary maintenance.	✓	✓
Knowledge base and online resources	• Online access to standard adoption materials, marketing materials, all support tools, and product knowledge	✓	✓

Value of our Software Support

With Cisco Software Support for Service Providers, you get the most value out of your software investments through:

- **Foundational technical support –** Access support services 24 hours a day, 7 days a week, from award-winning Cisco. Specialized engineers analyze complex application software and network issues to assist you with incident remediation.
- **Software –** You gain entitlement to software application maintenance releases, and with the Basic offer, you also get access to updates and upgrades to help keep your system operating efficiently and up to date.
- **Online access for tools and resources –** Resources help you quickly resolve technical issues, submit requests, track case resolution, and adopt new features.

Let these Software Support services work for you

Choosing the right Software Support service to support your company's software investments is never an easy decision. Software Support for Service Providers offer service levels that provide flexible spending options to fit your business needs. Access to upgrades depends on your licensing model. Your Cisco account manager can help you choose between the Basic and Basic without upgrades levels.

To learn more about Software Support for Service Providers contact, your account manager or a Cisco authorized reseller.

[2]Available only for products sold under the Flexible Consumption Model.

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