

Cisco Software Support Service

Overview

Cisco® Software Support Service (SWSS) provides comprehensive coverage for Cisco software applications and licensed features. Fast response times from the Cisco Technical Assistance Center (TAC) help minimize downtime and keep your systems performing as expected. And you get increased value over time, with access to the latest features, functions, and technology at no additional cost.

When ordered as part of Cisco ONE™ Software, SWSS enables license portability and ongoing innovation across the bundled products.



What benefits will I receive from the SWSS offering?



SWSS provides your business with the following benefits:

- Major releases protect your software investments as long as the software support contract remains active.
- Specialized engineers in the award-winning Cisco TAC are available 24 hours a day to quickly analyze complex software questions and assist with incident remediation to help you maintain application availability.
- Maintenance and minor software releases help reduce risks through bug fixes and security updates and make sure Cisco software applications are always up-to-date and perform as expected.
- Increased knowledge and productivity help reduce costs and are essential to reducing the time it takes to resolve a problem. Cisco's extensive online resources and troubleshooting tools help answer frequently asked questions, increase your IT staff's expertise, and provide quick access to the latest software releases.
- When purchased with Cisco ONE Software, SWSS enables license portability and ongoing innovation. Cisco ONE Software suites provide a simple purchasing model for common customer scenarios in the data center, cloud, WAN and access domains.
 - Services-enabled license portability reduces costs by allowing you to reassign Cisco ONE Software license entitlements when refreshing your hardware, eliminating the requirement to repurchase software licenses for new hardware. Refer to the [Cisco ONE Software License Portability Q&A](#) for more details.
 - Ongoing innovation increases the value of the product for Cisco ONE Software customers who maintain a valid SWSS contract with access to new suite features and capabilities that are subsequently added into a purchased suite.

Q **My software applications are critical to running my business. What if I need a Cisco software expert who knows my IT environment and can help with software deployment, best practices, troubleshooting and software integration?**

A For enterprise customers who want help with technical onboarding of their software, faster response times from TAC, direct access to subject-matter experts, and proactive support, Cisco offers the Enhanced and Premium levels. For more information about software and solution support, please visit [Cisco high-value services](#).

Quoting, ordering, and renewals

Q **What is the minimum duration for a SWSS contract?**

A To make sure your software investment is protected and delivers on the desired business outcomes, you should purchase SWSS for a minimum of 1 year when you order. You also can purchase longer 3- and 5-year contracts to provide continuous protection and greater value while the contract remains in effect.

Q **How is SWSS sold?**

A SWSS is globally available and orderable in Cisco Commerce Workspace at point of sale. When a SWSS-covered software product is configured, a 12-month contract with the “ECMU” or equivalent service level is automatically added. If you do not order SWSS with the software, you must order it within 90 days from the software order submission date. After the 90-day grace period, ordering of SWSS will be subject to reinstatement policy fees.

Q **If I miss renewing SWSS after the first year, can I renew it at a later stage?**

A As with any other service, a contract that is not renewed after 30 days of its end of coverage date will have an expired status, and reinstatement fees will be applied.

SASU-to-SWSS migration

As part of our software strategy to simplify how we do business, data center, enterprise networking, and security software products covered by Software Application Service plus Upgrades (SASU) have been migrated to Software Support Service (SWSS). A single support offer simplifies ordering, budgeting, and contract management.

Q **Why did Cisco migrate SASU contracts to SWSS contracts?**

A Although the current SWSS deliverables are the same as those of SASU for the migrated product families, SWSS was developed to support future expansion of Cisco Software Support Service.

Q **Does this change affect Software Application Service (SAS)?**

A No, SAS has not been migrated at this time.

Q **What software is affected by the migration?**

A As of March 6, 2017, SWSS will be the default software support option for new and renewal orders for product technologies and product suites such as the following:

- Collaboration
- Cisco ONE Software
- Intelligent automation products
- Data center
- Enterprise and service provider routing
- Service provider video
- Wireless
- Security

For a complete list of products, contact your Cisco account manager or partner.

Q **Is there a price difference between SASU and SWSS?**

A To continue offering the latest technology at an affordable price for new or renewal quotes, the support cost will align with the regional market rate of SWSS available in the price lists. For more information, contact your Cisco account manager or partner.

Q **Does SWSS have the same service deliverables as SASU?**

A Yes. There will be no change in the service deliverables or in contract terms.

Q **What are the benefits of SWSS for me?**

A This migration benefits your business by providing a single contract to manage for your software support, resulting in:

- Ease of doing business
- Easier renewals
- Simplified internal budget negotiations
- Continued investment protection
- Increased overall satisfaction

Resources

Q **How can I get more information?**

A Please reference [Software Support](#) on cisco.com or contact your Cisco account representative or partner.