

A horizontal bar with a color gradient from orange on the left to blue on the right.

Cisco Services Catalog: Secure the Enterprise

PREPARE, PROTECT, AND RESPOND

Contents

01 Cisco Professional Services

- Advisory and Assessment
- Plan, Design, and Implement
- Migrate
- Operate
- Incident Response

02 Cisco Support

03 Learn with Cisco

Cisco® Services empowers you to thrive in an AI-driven world by building unyielding digital resilience and eliminating operational complexity.



In a landscape where threats evolve at machine scale, we help you navigate the transition from legacy perimeters to a secure, hyper-distributed “digital city” security posture.

Our mission is to meet you wherever you are in your security journey, providing a lifecycle-based approach that delivers resilience to de-risk complex transformations, simplicity to drive measurable outcomes, and time to value to accelerate your path from purchase to performance.

By unifying world-class human expertise with AI and machine learning, we empower you to heighten awareness (Prepare), fortify your defenses and turbo-charge security operations (Protect), and be ready to address the unpredictable (Respond).

This catalog is your definitive guide to Cisco’s end-to-end security services and support portfolio. Aligned with global frameworks and powered by AI-native intelligence, our services transform your infrastructure into a resilient, self-defending engine—turning potential into performance at machine scale.

Cisco Services for Security deliver a holistic strategy that unifies world-class expertise with AI-powered insights and automation.



Our approach is anchored in globally recognized security frameworks—such as NIST, ISO, and MITRE ATT&CK—ensuring that your enterprise is secured according to the highest industry standards.







By integrating predictive intelligence with proven best practices, we help you mitigate risk, maintain compliance, and transform security potential into sustained business value.



Advisory and Assessment

Advisory and Assessment Services provide the blueprint for your transformation. Moving beyond the “art of consulting” to the “science of digitized delivery,” our experts work with your stakeholders to align IT initiatives with measurable business outcomes.

Whether it is developing a multi-year Zero Trust roadmap or a Secure Access Service Edge (SASE) strategy, our services help you navigate the collapse of traditional trust zones. Our services provide the clarity needed to make informed investment decisions, ensuring that your security strategy supports your business expansion and innovation.

 <h3>AI Security</h3> <ul style="list-style-type: none"> • Cisco AI Security Trust and Assurance Program 	 <h3>Advanced Persistent Threats</h3> <ul style="list-style-type: none"> • Cisco Advanced Persistent Threat Resiliency Assessment
 <h3>Cisco Strategy and Analysis Services</h3> <ul style="list-style-type: none"> • Secure Access Service Edge Advisory Service • Security Advise and Implement Service • Security Segmentation Service • Secure Remote Worker SME Consulting Service for Remote Access • Security Infrastructure Advisory 	 <h3>Cisco Security Suites Advisory Services</h3> <ul style="list-style-type: none"> • User Protection • Breach Protection • Cloud Protection
 <h3>Compliance Advisory and Assessments</h3> <ul style="list-style-type: none"> • Cisco DORA Advisory and Assessment Service (EMEA) 	 <h3>Security Risk Management Advisory Services</h3> <ul style="list-style-type: none"> • Secure by Design • Threat Modeling Advisory Service • Information Security Risk Assessment • Information Security Risk Program Development • Third-Party Risk Program Management Development • Third-Party Information Security Assessment • Data Security and Privacy Framework Service

Plan, Design, and Implement

Plan, Design, and Implement (PDI) Services help you protect against cyberthreats by providing expert guidance, strategic planning, and hands-on implementation to assist your organization with proactive technology refreshes and migrations.

Our services cover the full range of Security Fields and Models across Network Security, Secure Access Service Edge (SASE), Identity Protection, Segmentation, and Operations.



Network Security

- Hybrid Mesh Firewall
- Cisco Secure Firewall
- Cisco Multicloud Defense
- Cisco Secure Workload
- Network Forensics Automation



SASE

- SASE PDI Services
- Cisco Secure Access
- Cisco Comply to Connect (C2C)
- Cisco Secure Network and Cloud Analytics
- Cisco Umbrella® DNS Security PDI Migration Service
- Cisco Secure Network and Cloud Analytics



Threat Intelligence Detection and Response (TIDR)

- Cisco AI Defense
- Email and Web Security
- Cisco XDR



Segmentation and Operations

- Cisco Segmentation
- Cisco Zero Trust Network Access (ZTNA)
- Cisco Cloud Protection Suite
- Cisco Breach Protection Suite
- Services as Code for ISE
- Automation and Orchestration Services for XDR



Identity Protection

- Cisco Duo
- Cisco ISE
- Cisco User Protection Suite

Migrate

Migration Services serve as a strategic bridge for evolving your digital infrastructure. Our experts work with you to identify risks and develop custom migration strategies tailored to your unique business needs.

By leveraging advanced automation and expert-led planning, we de-risk complex transitions and technology refreshes – ensuring business continuity while building a resilient, future-ready foundation.

Cisco and Microsoft Better Together for Security Suites

Maximize security value and optimize licensing costs with the Cisco and Microsoft Better Together Service. Our experts seamlessly integrate Cisco User and Breach Protection Suites with your Microsoft environment, closing critical visibility gaps.

We unify Cisco Duo and Secure Access with Microsoft Entra ID for frictionless Zero Trust and sync Cisco XDR with Microsoft Defender for rapid threat response.

Leverage Cisco's deep technical expertise and Talos® intelligence to build a resilient, AI-ready infrastructure that turns security into a strategic business advantage.

Operate

Deliver the ultimate defense for the modern enterprise. By unifying elite researchers and investigators with global threat intelligence, we detect and neutralize sophisticated threats at machine scale.

Our services leverage proven playbooks and advanced automation to provide rapid, prioritized response actions—ensuring your critical assets remain secure and your digital resilience is unyielding.

Cisco XDR Premier

This premier license tier provides Managed Extended Detection and Response (MXDR) powered by Cisco and delivered by an elite team of Cisco security experts.

Using a combination of Cisco's elite team of researchers, investigators, responders, Cisco XDR, integrated tool sets, and additional Cisco security technologies, our MXDR solution monitors for and responds to potential cyberthreats and breaches.

This service includes integration support for Cisco security solutions and Cisco-curated integrations with select third-party security tools, as well as Cisco support services.

It also provides security assessment, validation, and enhancement through Cisco Technical Security Assessment (CTSA) and select Cisco Talos® Incident Response (Talos IR) services.



Secure Managed Detection and Response for Endpoint

Secure Managed Detection and Response (MDR) for Endpoint is a managed offer that monitors telemetry from the Secure Endpoint, 24x7x365, from Cisco's global Security Operations Centers.

Secure MDR for Endpoint combines human and machine intelligence to reduce endpoint detection and response tasks and times.

Secure MDR for Endpoint accelerates threat detection and response and delivers relevant, prioritized response actions to bolster your organization's response to known and emerging cyberthreats.

Incident Response

Maximize your operational readiness by continuously refining and hardening your security posture. Unifying elite expert insights with AI-driven intelligence, we identify vulnerabilities and neutralize sophisticated threats at machine scale.

Our services leverage advanced automation and proven playbooks to deliver rapid, prioritized response actions that ensure your defenses are always optimized and your digital resilience is unyielding.

Talos Incident Response Retainer Service

Achieve unyielding digital resilience with the Cisco Talos Incident Response (Talos IR) Retainer. This comprehensive suite of proactive and emergency services empowers your organization to respond with precision and recover rapidly from any security incident.

By leveraging Cisco's unrivaled global telemetry and threat intelligence, we help you build the operational rigor and predictive capabilities needed to neutralize threats before they impact your business.



Proactive Services

- Tabletop Exercises
- Cyber Range Training
- Threat Hunting
- Compromise Assessment
- Purple Team Exercise



Emergency Services

- Emergency Response
- Intel on Demand
- Incident Response Playbook
- Incident Response Plans
- Incident Response Readiness Assessment


Cisco Support

Cisco Support delivers unyielding digital resilience by shifting from reactive response to proactive risk management. Leveraging predictive insights and the industry's fastest response times, we help you avoid downtime and maintain a hardened security posture.

92%

of organizations say the support and services they receive are more critical in the AI era.¹

Hyper-personalized,
proactive, and
predictive support
experience

An abstract graphic in the bottom right corner featuring a series of concentric, overlapping blue and white lines that create a sense of depth and movement, resembling a stylized wave or a digital signal.



Cisco Support

AI-driven and expert-led support for greater uptime, performance, and resilience

Beyond reactive support with AI-powered insights

Basic

Reactive, product-level support

- Device-level issue resolution
- Unified asset, service coverage, and risk reports
- AI-powered troubleshooting
- Simplified case management

Standard

Fast solution support with AI insights for efficient prioritization and proactive risk mitigation (includes Basic)

- Centralized triage of issues across Cisco and Cisco partner solutions with 30-min response time
- Automated RMA
- Proactive lifecycle, case, and service coverage insights
- Curated security, field notice, and health risk assessment insights
- Automated configuration best practice insights
- Cisco U. personalized learning paths

Signature

Personalized, expert-led support and AI insights for proactive operational excellence (includes Standard)

- Expert-led support guidance tailored to your precise needs
- Restoration SLA
- Tailored predictive analysis and prevention
- Personalized asset management and security vulnerability assessments
- Expert-led systematic root cause analysis and continuous optimization
- Optimized security hardening and configuration recommendations
- Cisco U. certification training and virtual practice labs

Powered by Cisco IQ™

Learn with Cisco

Strengthen your security posture for the AI age. With Learn with Cisco, your team gains the critical skills to proactively prepare, protect, and respond to today's most sophisticated cyberthreats.



Cisco U.

Cisco U. is your hub for digital training on Cisco and related technologies, including critical security and cybersecurity infrastructure. Learner subscriptions blend expert content, peer support, and personalized paths to help your team master the skills needed to defend your network. Build expertise, solve real-world security challenges, and prepare for certifications with a global community of experts.



Cisco Learning Credits (CLC)

CLCs are prepaid vouchers for training, subscriptions, exams, and Cisco Live. They make it simple to budget for your team's security and cybersecurity training alongside your technology purchases. Use credits now or save them for later in the year. When planning, work with a Learn with Cisco representative or Cisco Learning Partner to define your training type, timeline, and security goals.



Cisco Support Contextual Learning

Cisco Support users get exclusive access to curated troubleshooting and cybersecurity certification training resources. Named users can log in to Cisco U. with their support credentials to explore a library customized to their support level and security environment.



Cisco Learning Locator

Find global instructor-led training options through the Cisco Learning Locator. Access virtual or in-person courses on Cisco security, cybersecurity, and related technologies via our certified Cisco Learning Partners.



KEY HIGHLIGHTS

- The Security certification and training track covers network, cloud, and endpoint security, ranging from access control lists on firewalls to zero trust architectures.
- The Cybersecurity certification and training track focuses on Security Operations Center (SOC) functions and processes, including incident response and threat hunting.