

# Cisco Support

Pavol Michalik

Account Executive – Services

[pmichali@cisco.com](mailto:pmichali@cisco.com)

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# Warranty – záruka

<http://www.cisco.com/go/warranty>

# Warranty

	Equipment covered	Duration	Hardware replacement	Cisco OS updates	Cisco TAC configuration and troubleshooting support	Cisco.com access and benefits
<b>Cisco standard hardware warranty</b>	All hardware <sup>1</sup>	90 days <sup>1</sup>	Advance replacement (10 business days) <sup>2</sup>	No	No <sup>3</sup>	No

1. All Cisco hardware has 90 or more days coverage, depending on Product family.
2. This table refers to Cisco's standard 90 Day hardware warranty.
3. Hardware fault identification/Return Materials Authorization (RMA) validation only.

Nároky vyplývající z warranty řeší zákazník vždy se svým dodavatelem.

# Services overview

# Cisco Services Portfolio

Resiliency. Simplicity. Time to Value.

Personalized. Proactive. Predictive.

Cisco Support

Cisco Professional Services

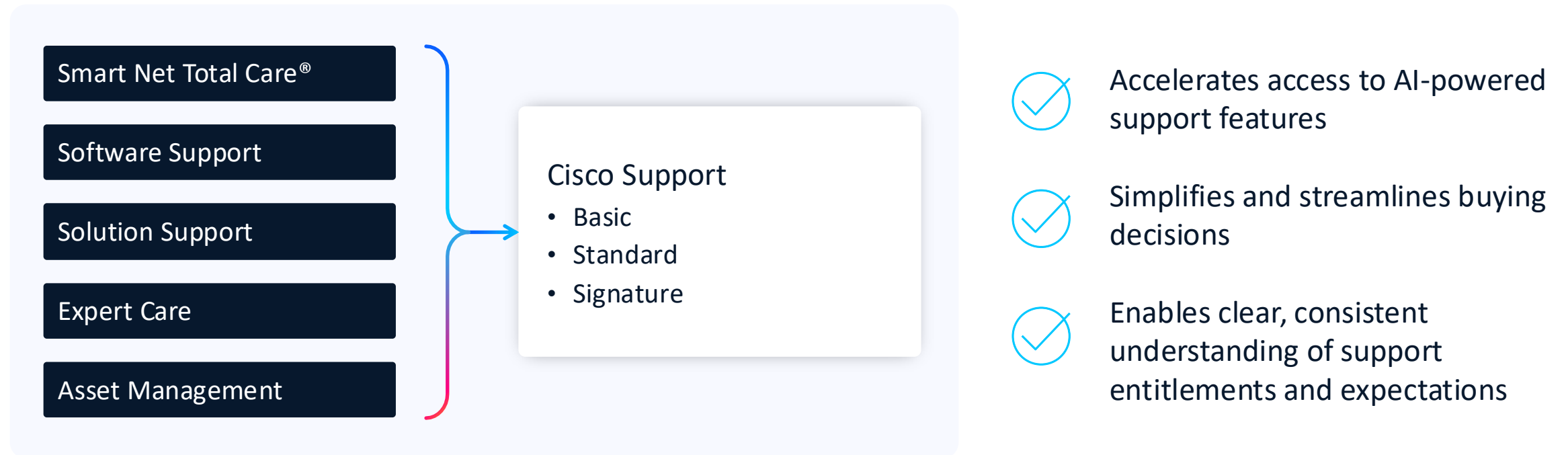
AI and Expertise powered by Cisco IQ



Available a la carte or via [Enterprise Agreement](#)

Together with our [Partners](#) across the lifecycle

# Radically simplified Cisco Support portfolio



## Simple three tiers to meet every support need

### Cisco Support

**AI and human expertise** for greater uptime, performance, and resilience

Basic	Standard	Signature
<ul style="list-style-type: none"><li>✓ Essential product support coverage + AI-driven asset and risk insights</li></ul>	<ul style="list-style-type: none"><li>✓ Everything In Basic +</li><li>✓ Centralized support coordination for Cisco and Cisco Solution Alliance Partner products</li><li>✓ Personalized asset intelligence and assessments</li><li>✓ Troubleshooting</li><li>✓ Personalized learning</li><li>✓ Priority case routing</li></ul>	<ul style="list-style-type: none"><li>✓ Everything in Standard and Standard ++</li><li>✓ High touch, and top priority support</li><li>✓ Restoration SLA</li><li>✓ Proactive remediation recommendations</li><li>✓ Cert prep and practice labs for personalized learning</li></ul>

Includes Cisco IQ

# Cisco Support capabilities and features snapshot

+Controlled availability

## Capabilities and Features

		Basic	Standard	Signature
<b>Trusted Support</b>	Hardware and software support: Access to Cisco Technical Assistance Center (TAC) with 24x7 product support, software updates, hardware RMA, and support communities.	Sev 1 and 2: 60 min	Sev 1 and 2: 30 min	+Sev 1 and 2: 15/30 min SLA
		Sev 3 and 4: NBD	Sev 3 and 4: 60 min†	Sev 3 and 4: 60 min
	Prioritized case routing: Enhanced cases are prioritized over Standard cases		•	•
	Solution level support: Centralized support coordination across Cisco and Cisco Solution Alliance Partner products and access to premium support communities for recommendations aligned to specific use cases and lifecycle stages.		•	•
	Software adoption: Software technical onboarding and adoption (security and collaboration only).		•	•
	Automated RMA: Detect hardware failures on supported and connected devices to automate replacement process		•	•
	Software designated service management: Assigned expert guidance for software deployment (security and collaboration only).			•
	Incident management, problem management, problem resolution, and restoration SLA.			+Controlled availability
<b>Contextual Learning</b>	Curated e-Learning - Powered by Cisco U.	Cisco U free library	•	•
	Certification practice exams and prep training, and remote practice labs.			•
<b>Insights and analytics</b>	Assets and license view, case management, field notices, and security advisories.	•	•	•
	Adoption view, priority bugs, and rapid problem resolution.		•	•
	Automated fault management, case management KPIs, optimal software versions, regulatory compliance checks, and risk mitigation checks.			•
	Asset management.			+Controlled availability
<b>Cisco IQ features Examples include...</b>	<i>Dynamic asset inventory and AI insights for risk trends</i>	•	•	•
	<i>Predictive asset insights</i>		•	•
<b>Adaptive infrastructure assessments</b>	<i>Intelligent, curated security advisories.</i>	•	•	•
	<i>Device hardening assessments, configuration best practices assessments, and risk exposure peer benchmarking.</i>		•	•
	<i>Configuration best practices recommendations.</i>			•
<b>AI-powered troubleshooting</b>	<i>Simplified case opening and summarization.</i>	•	•	•
	<i>AI-powered case creation and intelligent case management and escalation.</i>		•	•
	<i>Advanced automated misconfiguration analysis and intelligent health checks.</i>			•

# More value and coverage than warranty

Cisco Support

	Equipment covered	Duration	Hardware replacement	Cisco OS updates	Cisco TAC configuration and troubleshooting support	Cisco.com access and benefits
<b>Cisco Support</b>	All hardware and software <sup>1</sup>	Renewable contracts	Advance hardware replacement: -24x7x2 hours -24x7x4 hours -8x7xNext Calendar Day (NCD) -8x5xNext Business Day (NBD) -8x5xShip Next Business Day (SNBD) <sup>2</sup>	Yes; updates within licensed feature set <sup>3</sup>	Yes	Yes <sup>4</sup>
<b>Cisco standard hardware warranty</b>	All hardware <sup>1</sup>	90 days <sup>1</sup>	Advance replacement (10 business days) <sup>5</sup>	No	No <sup>6</sup>	No

1. All Cisco hardware has 90 or more days coverage, depending on Product family.
2. Where NBD is not available, Ship Next Business Day ships by the next Business Day for best effort delivery.
3. Cisco Unified Computing System™ (Cisco UCS®) also includes ongoing downloads of BIOS, drivers, firmware, and Cisco UCS Manager.
4. Includes access to Cisco IQ, with new AI-powered support capabilities when available.
5. This table refers to Cisco's standard 90 Day hardware warranty.
6. Hardware fault identification/Return Materials Authorization (RMA) validation only.

# Cisco RMA Options

RMA Service Levels	Delivered 24x7x2		Delivered 24x7x4		Delivered 8x5x4		Delivered 8x7xNext Calendar Day		Delivered 8x5xNext Business Day		Shipped 8x5xShip Next Business Day*
<b>RMA Service Level</b>	2HR		4HR		4HR		NCD		NBD		SNBD
<b>RMA Installation</b>	Self	Onsite option	Self	Onsite option	Self	Onsite option	Self	Onsite option	Self	Onsite option	Self
<b>Service Availability</b>	7 days a week 24 hours per day				Business days Business hours		7 days a week Business hours		Business days Business hours		Business days Business hours
<b>Includes Local Observed Holidays</b>	Yes				No		Yes		No		No

See [Service Description](#) for additional details.

\*Where NBD is not available, Ship Next Business Day ships by the next Business Day for best effort delivery.

## Introducing Cisco IQ

Cisco IQ is a single, unified, AI-powered digital interface that revolutionizes the entire customer journey—from planning and design to implementation, onboarding, ongoing optimization, and transformation.

Cisco IQ is a suite of applications and services that deliver the outcomes defined in the Cisco Support and Cisco Professional Service offers to our customers and partners.

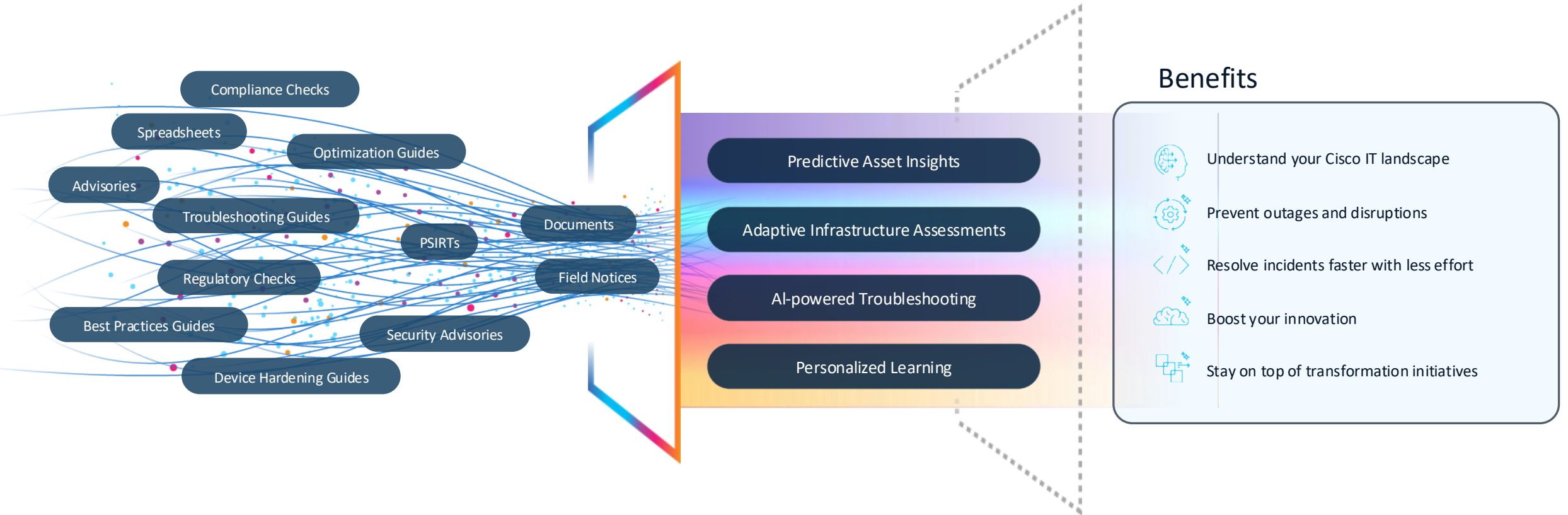
Cisco IQ brings AI-powered services and insights in a revolutionary interactive and industry forward setting. It provides new apps, tools, data, and insights to where customers need it - SaaS, on-premises, APIs, etc.

By integrating a comprehensive suite of features into one interface, we are empowering customers to seamlessly deploy, manage, secure, and optimize their technology investments to accelerate time to value and deliver enhanced resiliency and simplicity.



# CX Cloud & Cisco IQ

# Introducing Cisco IQ

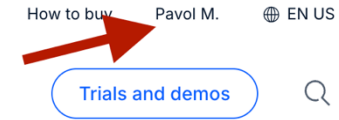


A single, unified, AI-powered digital interface for Support and Professional Services

How to... ?

# Začínáme s Cisco services

CCO ID uživatelský účet: <http://www.cisco.com/>



Manage CCO profile. Výber vaší společnosti je důležitý

Domů Osobní Nastavení Správa přístupu

Na tomto portálu nebudete moci aktualizovat atributy profilu zaměstnanců Cisco. Aktualizujte je v systémech HR.

Poslední přihlášení: Mon, May 11, 2026, 04:25 PM GMT+2

<b>Vaše osobní údaje</b>	<b>Údaje o vaší společnosti</b> <a href="#">Upravit</a>
Jméno Pavol	Země nebo region Česká republika
Příjmení Michalik	Společnost Cisco Systems, Inc.
Preferované jméno	Adresa pracoviště Pujmanove 1753/10a, Prague 4 - Nusle, PRAGUE, 10, CZ, 14000
E-mailová adresa (doporučuje se pracovní e-mail) pmichali@cisco.com	Telefonní číslo společnosti +420 221341176
Uživatelské jméno pmichali	Role Úroveň pracovní pozice Pracovní pozice Account Executive - Services

Zrušit Aktualizovat

## Něco nefunguje jak má?

<https://web-help.cisco.com/>

### FAQ

#### Most Popular Questions

Certification Inquiries and Support

Deleting Your Cisco Account

Creating and Updating Your Cisco.com User ID

Contract and Order Management

Changing Primary Email Address

[View all FAQs](#)

Haven't found what you're looking for?

[Submit Inquiry](#)



# Servisní kontrakt pro zařízení

- Serial number / Instance number
- Servisné SKU (typ supportu, RMA service level, Onsite option)
- Start date
- End date
- **Install site**

## **Contract number**

Správce servisního kontraktu je Cisco partner, který daný kontrakt prodal (informace, přístupy, změna install site, major/minor položky).

**Něco nefunguje jak má?**

<https://web-help.cisco.com/>

# About Cisco's Technical Assistance Center (TAC)



- TAC Support Capabilities: 180+ countries, 24 TAC facilities, 17+ languages
- 2600 professionals averaging 5+ years industry experience
- 250,000 service requests handled quarterly



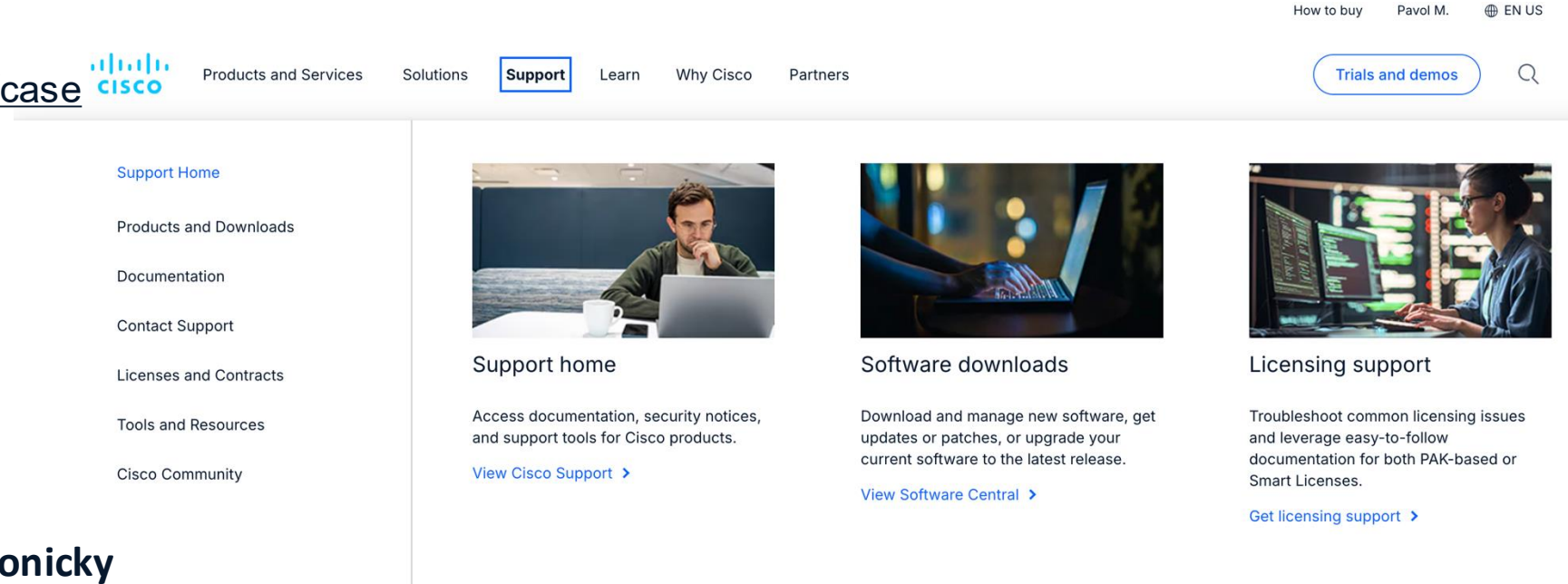
# How to TAC

- Web: case manager  
<https://mycase.cloudapps.cisco.com/case>
- Mail: [tac@cisco.com](mailto:tac@cisco.com)
- Tel. Czech Republic 800 900227
- CX Cloud portal
- Cisco IQ portal

## Severity 1 a 2 TAC case jenom telefonicky

- Návod otevření TAC casu: <https://www.cisco.com/c/en/us/support/docs/instructions-guides/220312-open-a-tac-support-case-for-fast-dedica.html>
- Webex možnost využití: **AI Assistant for Support**

<https://www.cisco.com/> -> "Support"



The screenshot shows the Cisco Support website homepage. At the top, there is a navigation bar with the Cisco logo, "Products and Services", "Solutions", "Support" (highlighted), "Learn", "Why Cisco", and "Partners". On the right side of the navigation bar, there are links for "How to buy", "Pavol M.", and "EN US", along with a "Trials and demos" button and a search icon. Below the navigation bar, there is a sidebar menu on the left with the following items: "Support Home", "Products and Downloads", "Documentation", "Contact Support", "Licenses and Contracts", "Tools and Resources", and "Cisco Community". The main content area features three columns of featured content: "Support home" (with a photo of a man at a laptop), "Software downloads" (with a photo of hands typing on a laptop), and "Licensing support" (with a photo of a person at a computer workstation). Each column includes a brief description and a "View" link.

<https://www.cisco.com/c/en/us/support/index.html>

# Service Request Definition

## Case Severity

### Severity 1 (S1)

- **Your network or environment is down** or there is a critical impact to your business operations. You and Cisco will commit full-time resources to resolve the situation

### Severity 2 (S2)

- **Operation of an existing network or environment is severely degraded**, or significant aspects of your business operations are negatively impacted by unacceptable network or environment performance. You and Cisco will commit full-time resources during standard business hours to resolve the situation

### Severity 3 (S3)

- **Operational performance of your network or environment is impaired**, although most business operations remain functional. You and Cisco both are willing to commit resources during standard business hours to restore service to satisfactory levels

### Severity 4 (S4)

- **Information is required** on Cisco product capabilities, installation, or configuration. There is little or no impact on your business operations. You and Cisco both are willing to provide resources during standard business hours to provide information or assistance as requested

# Nedostáváte očekávanou podporu? ...Escalate...

Escalations – **Don't hesitate if you are not getting the service/resolution you want -**  
**Cisco is about customer satisfaction**

## Customer Driven SR Escalation

### TAC Duty Manager

- Responsibilities
  - Assess the problem
  - Assign additional resources if necessary
- How to contact the Duty Manager
  - Europe: +32 2 704 5555 / Czech republic 800 900227

**Ask for the Duty Manager**



# Summary

CCO ID účet

Cisco Support zdaleka není jen RMA

Cisco TAC je komplexný post sales support pro Vás

Využívejte Cisco Support naplno (CX Cloud/Cisco IQ)

Neváhejte se obrátit na Vášho Cisco partnera se žádostí o pomoc nebo na [web-help@cisco.com](mailto:web-help@cisco.com)

Q&A



# Děkujeme za Vaši pozornost

Následující Tech Club webinář:

**26.5.2026 Firewall back to basic**

Přednášející: Jiří Tesař

Registrovat se můžete na oficiálním webu **Cisco Tech Club webináře**



Následující webinář



Tech Club portál

