CISCO

Greater uptime, performance, and resiliency

With Cisco Support

Outcomes

- **Resiliency.** Keep your environment highly resilient and reliable.

- **Simplicity.** Reduce cognitive load with AI-powered automation.

- **Time to value.** Proactively reduce risk and resolve issues faster.

We understand the weight of responsibility you carry as an IT leader, especially as AI becomes an integral part of every critical business function. Constant changes create heavy cognitive load.

Your team must deliver greater uptime, performance, and resilience, while defending against threats. What's in your way?

- **Complexity**: Disjointed tools keep teams firefighting instead of innovating.

- **Risk**: Limited visibility leads to errors and blind spots.

- **Skills gaps**: Rapid change stretches your team and widens the skills gap.

As a result, ensuring a resilient IT infrastructure demands a modern support model to meet critical business needs in the AI era.

We have reimagined our support offer with Cisco® Support, AI-powered and expert-led support, where every interaction is personalized, proactive, and predictive to help you realize the value of your IT investments faster.

Everything is built right in — trusted support, proactive insights, and tailored learning resources — all accessed through a unified, AI-powered digital interface, Cisco IQ*.

With the introduction of Cisco IQ, our unified, AI-powered digital interface, you can seamlessly manage, secure, and optimize your technology investments.

*Cisco IQ included when available.

One of our premium offers, Cisco Support – Enhanced is preferred by 60% of IT decision makers* with access to:

- **Solution skilled support coordination** for Cisco and Cisco Alliance Partner products.

- Faster response with **prioritized case routing.**

- **Reduced resolution time** with proactive diagnostics, real-time alerts, and automated remediation.

- Automated RMA enabling **6-12x faster** hardware replacement authorization.

- **Curated, use case-based training** content for successful adoption and engagement of Cisco architectures and solutions.

Source: Cisco CX Support Features Prioritization, July 2025

Personalized, proactive, and predictive

Cisco Support is designed to move you from a break-fix model to one that is hyper-personalized, proactive, and predictive. Choose the support tier that's right for you.

Standard	Enhanced	Signature
Consistent reactive support for individual products	Fast and proactive support for multi-product, multivendor solutions	Personalized high-touch engagement for operational excellence
24x7 product support and hardware RMA - Assets, license, security advisories, and case status - Access to future Cisco IQ simplified case opening and intelligent, curated security advisories	- Primary support case contact - Advanced automation for problem resolution and RMA - Personalized learning with Cisco U. - Access to future Cisco IQ peer benchmarking and security assessments	- Restoration SLAs - Expert specialists for incident and problem management - Learning paths for Cisco certifications - Access to future advanced automated misconfiguration analysis and intelligent health checks

With Cisco IQ included you will get more value from your support engagements.

Next steps

For more information on this and other Cisco services, contact your Cisco Customer Experience representative or Cisco partner to help you choose the right level of support to accelerate your success. **Contact us** or visit **Cisco.com** to learn more.