

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.
- **Overextended teams:** Rapid change stretches your team, trapped in a reactive cycle.

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 – expert-led support, proactive and predictive insights, automation, and personalized learning – all accessed through a unified, AI-powered interface with Cisco IQ.

With Cisco IQ, you get AI-powered insights, assessments, and agent-driven guidance for complete landscape clarity, proactive resilience, and rapid resolution.

The preferred tier

Cisco Support – Standard is preferred by 60 percent of IT decision makers* and provides access to:

- Solution support for Cisco and Cisco Alliance Partner products.
- Prioritized case routing with primary point of contact for complex solution resolution.
- Improved operational planning and budgeting with lifecycle and service coverage insights.
- Mitigated risk exposure with curated security advisory, field notices, and security hardening assessment insights.
- Reduce operational risk with configuration best practice insights.
- Personalized, use case-based learning 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 reactive approach to one that is hyper-personalized, proactive, and predictive. Choose the support tier that's right for you.

Basic	Standard	Signature
Reliable reactive support for individual products.	Fast solution support with AI insights for efficient prioritization and proactive risk mitigation.	Personalized expert-led support and AI insights for proactive operational excellence.
<ul style="list-style-type: none"> • 24x7 product support and hardware RMA • Unified asset, service coverage, security advisory, and field notice reports • Self-serve troubleshooting and case management 	<ul style="list-style-type: none"> • Centralized triage of complex solution issues • Prioritized lifecycle, service coverage, and case insights • Configuration best practice insights • Curated security and risk assessment insights • Personalized learning paths with Cisco U. 	<ul style="list-style-type: none"> • Restoration SLA • Tailored predictive disruption analysis and prevention • Expert-led systematic root cause analysis and ongoing optimization • Automated security hardening and configuration recommendations • Certification training with Cisco U.

Next steps

For more information, contact your Cisco Services representative or Cisco partner to help you choose the right level of support. [Contact us](#) or visit [Cisco.com](#) to learn more.