

Get the most value from your Cisco investments

Cisco Support



Realize value faster

AI-driven and expert-led Cisco® Support

Trusted Support



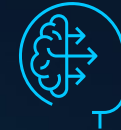
Keep your environment
highly resilient and reliable

Insights and Analytics



Simplify operations and
mitigate downtime and risk

Contextual Learning



Upskill workforce knowledge
to be future-ready

Networking | Data Center | Security | Collaboration | Service Provider

Simple three tiers to meet every support need

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

Standard

Consistent reactive support for individual products

Enhanced

Fast and proactive support for multi-product, multi-vendor solution environments

Signature

Personalized high-touch engagement for operational excellence

Enabled by a unified digital experience

Cisco Support – Trusted Support

Cisco Support

Capabilities and Features

		Standard	Enhanced	Signature
Trusted Support	Hardware RMA	Cross-architecture	Cross-architecture	Cross-architecture
	Technical Assistance Center (TAC) Access	Cross-architecture	Cross-architecture	Cross-architecture
	Software Updates	Cross-arch, except SP	Cross-arch, except SP	Cross-arch, except SP
	Premium Communities	General	Cross-architecture	Cross-architecture
	Centralized case management of Cisco Solution Alliance Partner products		Cross-architecture	Cross-architecture
	Automated RMA		Data Center	Data Center
	Technical onboarding and adoption		Security, Collaboration	Security, Collaboration
	Expert guidance for software deployment			Security, Collaboration
	Incident Management			*Controlled availability
	Problem Management			*Controlled availability
	Problem Resolution			*Controlled availability
	Restoration SLA			*Controlled availability

These features are only available on certain Product platforms as determined by Cisco. The list of availability is subject to change. Contact a Cisco representative for the most up-to-date information on supported technologies.

*Controlled Availability for select customers.

Cisco Support – Insights and Analytics

Cisco Support

Capabilities and Features

		Standard	Enhanced	Signature
Insights and analytics	Assets and license view	Cross-architecture	Cross-architecture	Cross-architecture
	Case management	Cross-architecture	Cross-architecture	Cross-architecture
	Security advisories and field notices	Cross-architecture	Cross-architecture	Cross-architecture
	Adoption view		Campus, WAN, Data Center, Secure Endpoint, Collab Devices	Campus, WAN, Data Center, Secure Endpoint, Collab Devices
	Priority bugs		Campus	Campus
	Rapid problem resolution		Campus, Data Center	Campus, Data Center
	Asset Management			*Controlled availability
	Automated Fault Management			Campus
	Case Management KPIs			Campus, Data Center Networking
	Optimal Software Versions			Campus, Data Center Networking
	Regulatory Compliance Checks			Campus, Data Center Networking
	Risk Mitigation Checks			Campus

These features are only available on certain Product platforms as determined by Cisco. The list of availability is subject to change. Contact a Cisco representative for the most up to date information on supported technologies.

*Controlled Availability for select customers.

Cisco Support Tracks– Contextual Learning

Cisco Support

Capabilities and Features

		Standard	Enhanced	Signature
Contextual Learning	e-Learning - Powered by Cisco U.	Cisco U. Free Library Cross-architecture	Cross-architecture	Cross-architecture
	Certification Practice Exams			Cross-architecture
	Certification Prep Training			Cross-architecture
	Remote Practice Labs			Cross-architecture

These features are only available on certain Product platforms as determined by Cisco. The list of availability is subject to change. Contact a Cisco representative for the most up to date information on supported technologies.

Cisco Support architectures and product types

Cisco Support Architectures	Product Types
Networking	<ul style="list-style-type: none">• Cisco Catalyst® Switching• Cisco Catalyst 8000 Routers• Cisco Wireless APs and Wireless LAN Controller• Cisco Catalyst Center• Cisco Spaces• Cisco 8000 Series Secure Routers• Cisco SD-WAN• Cisco Virtual, ASR 1000, and ISR Routers• Cisco Enterprise Network Compute System (ENCS)• Cisco Cloud Services Platform• Cisco Catalyst Cellular Gateway, Catalyst Teleworker Gateway• Cisco Industrial Routers• Cisco UCS® E-series• Cisco DNA Licenses• Cisco Voice Gateways• Cisco Network Function Virtualization Infrastructure Software (NFVIS)

Cisco Support architectures and product types

Cisco Support Architectures	Product Types
Data Center	<ul style="list-style-type: none">• Cisco Nexus® 9K Series Switches• Cisco Nexus 3K Series Switches• Cisco Nexus Dashboard• Cisco Application Policy Infrastructure Controller (APIC)• Cisco Nexus 2K/5K/7K Series Switches• Cisco MDS 9000 Series Switches• Cisco Blade Series• Cisco Rack Series• Cisco AI Optimized UCS Servers• Cisco Hyperconverged with Nutanix• Cisco Hyperflex®• Cisco Fabric Interconnects• Cisco Intersight®• Cisco Nexus Hyperfabric™
Service Provider	<ul style="list-style-type: none">• Optical and Optics• Routing• Automation• Cable• Mobility

Trusted Support: Variations in deliverables for Service Providers

Hardware

Cisco Support (Hardware)				
Capabilities	Features	Standard	Enhanced	Signature
Trusted Support	Hardware RMA	•	•	•
	TAC Access	•	•	•
	Software Updates			
	Support Communities	•	•	•
	Automated RMA		•	•
	Solution Support		•	•
	Prioritized Case Handling		•	•

Cisco SW or “Cisco Infra + SONiC”

Cisco Support (Software)				
Capabilities	Features	Standard	Enhanced	Signature
Trusted Support	TAC Access	•	•	•
	Software Major & Minor Releases	• (exception: not applicable to SW with SIA Subscription)	• (exception: not applicable to SW with SIA Subscription)	• (exception: not applicable to SW with SIA Subscription)
	Software Maintenance Releases	•	•	•
	Support Communities	•	•	•
	Solution Support		•	•
	Prioritized Case Handling		•	•
	Designated Service Management			•

Cisco Infra Only

Cisco Support (Software)				
Capabilities	Features	Standard	Enhanced	Signature
Trusted Support for Cisco Infra Only	TAC Access	•	•	•
	Software Major & Minor Releases	• (exception: not applicable to SW with SIA Subscription)	• (exception: not applicable to SW with SIA Subscription)	• (exception: not applicable to SW with SIA Subscription)
	Software Maintenance Releases	•	•	•
	Support Communities	•	•	•
	Solution Support		•	•
	Prioritized Case Handling		•	•
	Designated Service Management			•

Non-Cisco Software: Example
SONiC – Software for Open Networking in the Cloud
Cisco Software: IOS®-XR

Service Provider Support Service – Key differences

Entitlement	Return to Factory	SP TAC Only	HW & SW Support
SP Standard Support – Entitlement Bill-To	Return to Factory (RTF) Support Service is available only for SP	SP TAC Only Support Service is available only for SP as part of SP Standard Support	HW TAC Troubleshooting: HW TAC Support should be purchased
SP Enhanced Support – Entitlement Install-At			SW TAC Troubleshooting: SW TAC Support should be purchased
SP Signature Support – Entitlement Install-At			

Cisco Support architectures and product types

Cisco Support Architectures

Product Types

Security

- Network Security
 - Secure Firewall
 - Secure Workload
 - Cisco Defense Orchestrator
 - Multicloud Defense
- Identity Access Management
 - Duo and Identity Services Engine (ISE)
- Threat Intelligence Detection Response
 - Secure Endpoint
 - XDR
 - Secure Email
 - Secure Network Analytics
 - Secure Cloud Analytics
 - Secure Malware Analytics
 - Telemetry Broker
 - Vulnerability Management
 - User Protection Suite
 - Cloud Protection Suite
 - Breach Protection Suite
 - AI Defense
- Secure Service Edge
 - Secure Access
 - Umbrella®
 - Cloudlock®
 - Secure Web
 - Secure Connect
 - Secure Client

Cisco Support architectures and product types

Cisco Support Architectures	Product Types
Collaboration	<ul style="list-style-type: none">• Cisco Video Devices• Cisco Desk Devices• Cisco Desk Cameras• Cisco Room Devices• Cisco Video and Desk Phones• Cisco Headsets• Cisco Contact Center• Webex®

Only available for products sold on Subscription Billing Platform.

Security: Partial to full on the PFs are included in scope. Not all products in these PFs are included in scope.

