



Cisco Software Application Support plus Upgrades

Strengthen business continuity and enhance operational efficiency and performance with comprehensive support that helps keep software applications current with the latest Cisco technology.

Service Overview

Specialized Support plus Upgrades for Software Applications

Network centric software applications are the core of your most important business operations, facilitating continuous communication and collaboration with colleagues, customers, and business partners. The Cisco® Software Application Support plus Upgrades (SASU) Service is a comprehensive service that is essential to keeping your business-critical applications available, secure, and operating at optimal performance.

Cisco SASU delivers timely, uninterrupted access to Cisco's latest software updates, including major upgrade releases that might include significant architectural changes and new features and functionality. The service also provides access to a wide range of online tools and communities that help you solve issues quickly, to help you maximize business continuity, improve your competitiveness, and make the most of limited resources through increased productivity.

Keeping Business-Critical Applications Highly Available

Cisco SASU includes services that strengthen the availability and reliability of Cisco software applications, to keep your business operating smoothly and enrich the value of your network investment. The service covers more than 100 Cisco software application products in major technologies such as security, network management, wireless management, and data center software applications, to constantly keep you current with the latest application updates and upgrades.

Award-Winning Support Services

Cisco Software Application Support plus Upgrades can help improve application performance by providing important technical support services for a range of technologies:

- Network management
- Security
- Storage networking
- Wide area application services
- Wireless

For an up-to-date list of the services available for your Cisco products and applications, visit www.cisco-servicefinder.com.

The Cisco Support Experience

Around the clock, 365 days a year, the Cisco support experience provides award-winning service and support including access to our Technical Assistance Center (TAC) and extensive online resources. Focusing on the operate phase of the network lifecycle, Cisco SASU provides technical services and support including:

- **Software updates and major upgrades keep applications performing optimally at the most current feature set:** Cisco provides application software update releases to maintain the stability of existing systems and keep networks current on their release level. Major upgrade releases can include new feature sets and increased functionality. Workaround solutions or patches for reported application software problems, major upgrade releases, maintenance releases, and application minor releases are available by software download from the Cisco.com website or CD-ROM shipment to help you maintain efficient, highly available application performance. Software updates provide bug fixes and maintenance releases, while upgrades provide important architectural changes, major feature enhancements, or new functionality.
- **Access to Cisco TAC provides fast, specialized support:** Technical assistance provided by Cisco software application experts helps you minimize network failures or outages, maximize uptime, and reduce performance incidents, to keep your business running smoothly. Cisco TAC experts are trained in specific applications and have a reputation for being among the most skilled in the industry. Specialized technical expertise is available to you 24 hours per day, 365 days per year by telephone, fax, email, or the Internet for accurate, rapid diagnosis and resolution of software application issues.
- **Online tools build and expand in-house expertise and boost business agility:** Unlimited access to a robust repository of application tools and technical documents helps your staff diagnose problems, understand new technologies, and keep current with innovative software enhancements. Utilities, white papers, application design datasheets, configuration documents, and case management tools help expand your in-house technical capabilities and respond to changing business needs.
(See Table 1.)
- **Collaborative learning provides additional knowledge and training opportunities:** There are many opportunities for you and your staff to learn the latest technology updates from Cisco as well as other networking professionals through several online activities and collaborative environments. Participate in the Cisco Support Wiki where you can collaborate, co-create, and innovate to find answers to technical issues fast. Join a technology or solution discussion board with your peers on the Cisco Networking Professionals site. You can also attend a live webcast on various technical subjects through Cisco Tech Talk and converse with Cisco experts through Ask the Expert events.
(See Table 1.)

Table 1. Cisco Online Support Features and Benefits

The Cisco Support Website: A Primary Component of Cisco Support Services	
In addition to TAC phone support, Cisco Software Application Support plus Upgrades includes unrestricted access to a range of online support resources:	
Resource	Features and Benefits
My Tech Support	Personalized web portal allows you to find new software releases, bug reports and repairs, and troubleshooting tools customized for your network.
Automated Tools	Get instant access to software updates and other personalized content: <ul style="list-style-type: none">• Software downloads• Software advisor• Bug toolkit• TAC case collection• Error message decoder• Command lookup tool• Output interpreter
Document Access	Access more than 90,000 technical documents, including: <ul style="list-style-type: none">• Software documentation• Technical videos on demand• Podcasts• White papers• Security advisories
Online Service Request Management Tool	Submit and track service requests online.
NetPro Community	Share questions, suggestions, and information with other professionals: <ul style="list-style-type: none">• Networking professionals forums• TechTalk live webinars• Ask the Expert: live chat events
Technical Support Wiki	Collaborate, create, and access the latest technology by participating in this dynamic knowledge base.
Cisco Technical Services Newsletter	Monthly newsletter alerts subscribers to new tools, resources, and exclusive networking tips.

Benefits

Cisco SASU protects your application investment and improves the performance and availability of your applications. You experience the following benefits that directly impact your business performance:

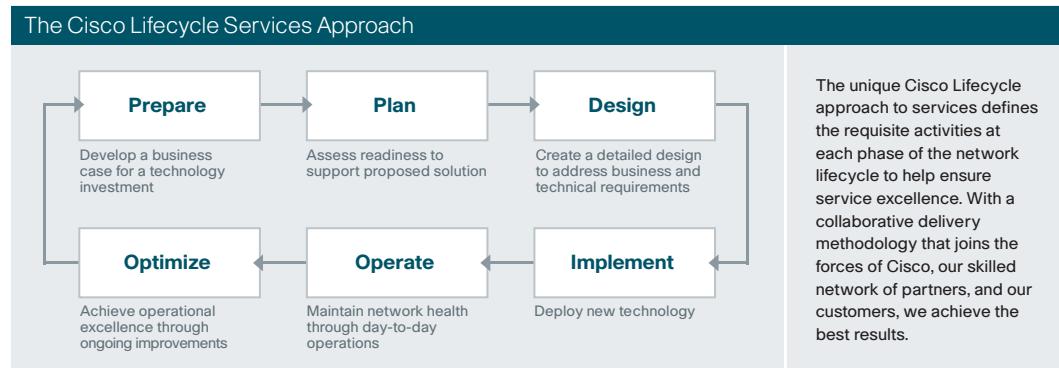
- Boost the availability and performance of the core applications you depend on to keep your business operations running efficiently and foster transparent collaboration and communication with employees, customers, and suppliers
- Improve your competitive advantage by implementing new applications and major software application upgrades more quickly and efficiently, so your business can take advantage of new features and functions

- Maintain the performance and efficient operation of critical business applications by staying current with update releases on your network centric software applications
- Lower total cost of ownership through instant access to new software application updates and upgrades for your licensed applications at no additional cost
- Accomplish more with limited resources by augmenting your staff with Cisco expertise and automated troubleshooting tools
- Reduce security, operational, and business risk by keeping software application releases current to safeguard critical business assets and improve regulatory compliance
- Get technology and business results from best practices and specialized end-to-end software application and network knowledge learned from Cisco engineers
- Solve issues quickly with access to a wide range of online tools and communities

Why Cisco Services

Cisco Services make networks, applications, and the people who use them work better together. Today, the network is a strategic platform in a world that demands better integration between people, information, and ideas. The network works better when services, together with products, create solutions aligned with business needs and opportunities.

The unique Cisco Lifecycle approach to services defines the requisite activities at each phase of the network lifecycle to help ensure service excellence. With a collaborative delivery methodology that joins the forces of Cisco, our skilled network of partners, and our customers, we achieve the best results.



Availability and Ordering

The Cisco Software Application and Support plus Upgrades Service is available globally for several Cisco software applications. For a complete list of the services available for your Cisco products and applications, visit our Service Finder tool at www.cisco-servicefinder.com.

The Cisco SASU Service provides important services that protect your software application investment, just as Cisco SMARTnet® Service protects your hardware and operating system. Your Cisco SASU Service contract entitles you to services and support that are designed specifically for Cisco applications. These services are an important addition to your Cisco product warranty, which provides for the integrity of a product but does not provide support services, updates, and major upgrades.

For More Information

For more information about Cisco Software Application Support plus Upgrades, visit www.cisco.com/go/services/applicationsupport or contact your local account representative.

Cisco Services.
Making Networks Work.
Better Together.



Americas Headquarters
Cisco Systems, Inc.
San Jose, CA

Asia Pacific Headquarters
Cisco Systems (USA) Pte. Ltd.
Singapore

Europe Headquarters
Cisco Systems International BV
Amsterdam, The Netherlands

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at www.cisco.com/go/offices.

CCDE, CCENT, Cisco Eos, Cisco Lumin, Cisco Nexus, Cisco StadiumVision, Cisco TelePresence, the Cisco logo, DCE, and Welcome to the Human Network are trademarks; Changing the Way We Work, Live, Play, and Learn and Cisco Store are service marks; and Access Registrar, Aironet, AsyncOS, Bringing the Meeting To You, Catalyst, CCDA, CCDP, CCIE, CCIP, CCNA, CCNP, CCSP, CCVP, Cisco, the Cisco Certified Internetwork Expert logo, Cisco IOS, Cisco Press, Cisco Systems, Cisco Systems Capital, the Cisco Systems logo, Cisco Unity, Collaboration Without Limitation, EtherFast, EtherSwitch, Event Center, Fast Step, Follow Me Browsing, FormShare, GigaDrive, HomeLink, Internet Quotient, IOS, iPhone, iQ Expertise, the iQ logo, IQ Net Readiness Scorecard, iQuick Study, IronPort, the IronPort logo, LightStream, Linksys, MediaTone, MeetingPlace, MeetingPlace Chime Sound, MGX, Networkers, Networking Academy, Network Registrar, PCNow, PIX, PowerPanels, ProConnect, ScriptShare, SenderBase, SMARTnet, Spectrum Expert, StackWise, The Fastest Way to Increase Your Internet Quotient, TransPath, WebEx, and the WebEx logo are registered trademarks of Cisco Systems, Inc. and/or its affiliates in the United States and certain other countries.

All other trademarks mentioned in this document or Website are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (0807R)

C78-487287-00 08/08