Overview

The Cisco® IronPort Platinum Support Program provides a comprehensive array of support services to assist in the administration and maintenance of Cisco IronPort security products. Features are designed to meet the demands of global customers, who require acute attention for their mission-critical business solutions.

Feature Summary

- 24x7x365 Priority 1 Support
- Ticket Management Options
- Cisco IronPort Support Portal
- Hardware and Software Support

Operations Information

Office Hours	Monday 12 a.m. – Saturday 2 a.m. UTC/GMT Sunday 4 p.m. – Friday 6 p.m. PST
Priority 1– Critical	24x7x365 Toll-Free Phone Support
Priority 2-4– Non-Critical	24x5 Appliance, Web, Email and Phone Support
Ticket Priority and Response SLA	Priority 1 – Critical (Operation Stopped): < 1 Hour Priority 2 – Serious (Operation Restricted): 4 Hours Priority 3 – Important (Workaround Available): 24 Hours Priority 4 – Request (Information or New Feature): 24 Hours
Ticket Management	Appliance – Open a ticket from your Cisco IronPort appliance Web – Manage tickets in the Cisco IronPort Support Portal Email – Email from registered administrator addresses Phone* – Call our global toll-free international numbers *Support provided in English*

Platinum Features

Support Portal

Ticket Management Easily open, update and manage tickets online in the portal.

Forums Communicate with other customers and partners in our global user community, Cisco IronPort Nation.

Knowledge Base Search an extensive database for answers to technical questions.

Documentation Download user guides, manuals, release notes and other collateral.

Virus Outbreaks View filters for up-to-date outbreak rules used to detect viruses.

Security Alerts Updated listings of vulnerabilities and issues.

Platinum Features (Continued)

Hardware and Software Support

Software Upgrade Notifications Periodic email notifications about system modifications and software upgrades are sent to registered Cisco IronPort system administrators.

Software Upgrades Convenient upgrades to the most current software releases, initiated by the administrator, can be performed directly from Cisco IronPort appliances at any time.

Hardware Support* In the event of a critical hardware malfunction, Cisco provides field units and limited hot-swappable replacement parts with Advanced Replacement installation and RMA return instructions.

*Recommendation: Purchase one (1) Spares Kit for every four (4) Cisco IronPort appliances in the production environment.

Remote Diagnostics When working a support case, Cisco IronPort Customer Support Engineers have the ability to perform remote diagnostics. Support tunnels are initiated and opened only with the permission of the customer.

Ticket Processes

Ticket Handling Cisco is dedicated to providing a superior customer support experience each and every time. For a streamlined approach, and to ensure effective problem resolution, ticket processes leverage priority, service level agreements (SLAs) and issue categorization.

Ticket Escalation Tickets that require additional attention are escalated internally to a Cisco IronPort Customer Support Manager. To ensure consistent ticket management, the Cisco IronPort Customer Support Engineer who opens each ticket will continue to handle it through resolution.

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