# Cisco Solution Support

## Security

Service Definition

April 2020

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# About This Document

Read this document to learn about how Cisco® Solution Support covers our security solutions, including:

- Service overview
- What solutions and products are covered
- Customer requirements
- How the service works

# Solution Support Overview

Solution Support is an essential element of your Cisco solution by helping you maintain its performance, reliability, and return on investment. This service is focused at the solution level and delivers centralized support across the Cisco and Solution Support Alliance Partner products in your deployment. If an issue arises, simply contact us. Our team of solution experts is your primary point of contact and owns your case from first call to resolution. And because Solution Support resolves complex issues on average 44% more quickly than device-level product support,[1] it's the right kind of support for multiproduct, multivendor solution environments.

Solution Support helps you:

- **Innovate with confidence:** Adopt new technologies to grow your business. Our Cisco expert engineers are here to help you succeed.
- **Focus on your business:** We take the lead to manage technology issues so you can focus on your customers and business.
- **Resolve issues quickly:** You can get the most out of your technology with a technical service that solves solution-level issues faster than product support alone.

[1] January 2019 internal Cisco study of 10,000 support cases.

Moreover, IDC, a leading provider of global IT research and advice, conducted a Business Value Analysis with global customers that are using Cisco Solution Support. The report found that these Cisco customers will achieve the following savings over five years:

- 213% 5-year service ROI
- 32% more efficient management of environments
- 17% lower 5-year cost of operations in hardware environments
- 9% lower IT hardware costs

Read the IDC full report and executive summary for more details.

Features and benefits include:

- **Primary point of contact**: A team of Cisco solution experts is accountable for resolving your issue no matter where it resides, for continuity of service from first call until resolution.
- **Solution expertise**: Our deep knowledge about how your solution works as a whole means we often resolve issues immediately, helping minimize disruption.
- **Product support team coordination**: Our seamless collaboration with Cisco TAC, strong relationships with Solution Support Alliance Partners, and global experience with solving solution-level issues means we can effectively manage support to best resolve your case.
- **Fast response and resolution**: Priority service levels connect you to solution experts who resolve complex solution-level issues on average 44% more quickly than product support.

- **Open door policy**: Initiate a case even if you're not sure you have an issue. There's no need to diagnose or isolate your problem before contacting our solution experts.
- **Proactive approach**: We look beyond the scope of your case to identify any potential issues, helping minimize or eliminate business disruption and maintain solution performance and reliability.
- **Broad availability**: You have the flexibility to define your security solution and get the right kind of support for it. Also available for our collaboration, data center, IoT, networking, and service provider solutions.
- **One service, deep coverage**: Get solution-level support and Cisco product support in one service that's easy to order and renew.
- **Retain direct contact with Solution Support Alliance Partners**: If you have isolated your issue to an Alliance Partner's product, you have the flexibility to contact them directly for their product support.
- **Reliable cost of expansion**: Available on our standardized price list and ordering tools, this service has predictable costs as you expand your solution or build new ones.

# Security Product and Solution Eligibility and Engineer Expertise

Solution Support is available to cover:
- Cisco hardware or software products, which can be used to build a Cisco security solution. If these solutions are comprised of products from Cisco and those of our Solution Support Alliance Partners (see "Coverage Levels for Cisco Security Products"), they should be built from around 50% of Cisco products to be eligible for Solution Support.

- Cisco Solution Support engineers have expertise in the following Cisco security products:
  - Cisco Next-Generation Firewall (NGFW)
  - Cisco Adaptive Security Appliance (ASA)
  - Cisco Identity Services Engine (ISE)
  - Cisco Stealthwatch Enterprise
  - Cisco Email Security Appliance (ESA)
  - Cisco Web Security Appliance (WSA)
  - Cisco Threat Grid
  - Cisco Tetration
  - Cisco Next-Generation Intrusion Prevention Systems (NGIPS)
  - Cisco Advanced malware protection (AMP) for Networks
  - Solution Support Alliance Partner products that interact with Cisco security products and provide the following:
    - Log and traffic analysis
    - Enforce and manage policy
    - Gather and manage security events and data
    - Provide first line of defense for intrusion prevention

Find more details on these products in the "Coverage Levels for Cisco Security Products" [table](#).

Solution Support engineer teams are experts in Cisco Validated Designs, reference architectures, and best practices for our security solutions. They have deep expertise in Cisco products, and understand how our products and those of our Solution Support Alliance Partners work together in your deployment.

Solution Support engineers help protect your most valuable assets as your organizational needs change by:

- Specializing in multivendor security platforms and having deep experience with multiple security products
- Understanding how these security products integrate with other Cisco and solution technology vendor products that may be deployed in your Cisco Security Solution
- Excelling at coordinating with solution technology vendors to help make sure deployed services will work with current and new products

**Note:** This service is available for Cisco solutions that are comprised of:

- Cisco and Solution Support Alliance Partner products (multivendor)

OR

- Solutions with only Cisco products

We've noted throughout this document when a process and/or requirement applies to multivendor solutions, solutions with only Cisco products, or both. Refer to the table in "Coverage Levels for Cisco Security Products" to see if your solution is multivendor or contains only Cisco products.

# Cisco and Solution Support Alliance Partner Product Coverage

The following section describes how individual products are covered by Solution Support for multivendor solutions and solutions with only Cisco products. Product coverage is provided in three tiers:

- Cisco products fall under the "Core products" tier.
- Solution Support Alliance Partner products fall under the "Cisco accountable" or "Solution Support Alliance Partner accountable" tiers.

## Core Products

This description is relevant for multivendor solutions and solutions with only Cisco products.

Core products are defined as (1) manufactured by Cisco or a Cisco original equipment manufacturer (OEM) and (2) eligible for coverage by a Cisco product support contract.

Cisco is accountable (that is, we make sure support is provided) and responsible (that is, we deliver support) to resolve issues with core products according to the product service levels chosen in your Solution Support contract.

### Cisco Accountable Products

This description is relevant only for multivendor solutions.

Cisco accountable products are defined as (1) Solution Support Alliance Partner products and (2) may be listed in Cisco Validated Designs or reference architectures for your solution.

Cisco is accountable for resolving issues with these Solution Support Alliance Partner products based on the product support contract you have with them. We are able to offer support accountability for these products because we have established a direct support relationship with these Solution Support Alliance Partners. We have working relationships with their engineer and support teams, access to Solution Support Alliance Partner product training, and Solution Support Alliance Partner products represented in Cisco support labs.

Solution Support Alliance Partner support teams are responsible for providing support to resolve issues with their products according to your product support contract with them.

### Solution Support Alliance Partner Accountable Products

This description is relevant only for multivendor solutions.

Solution Support Alliance Partner Accountable products are defined as (1) Solution Support Alliance Partner products and (2) may be listed in the Cisco Marketplace and are often tested and certified by the Solution Support Alliance Partner for use in a Cisco security solution, or (3) Solution Support Alliance Partner products where we've seen significant customer deployments in their solution.

Cisco takes your first call for solution issues with these Solution Support Alliance Partner products and coordinates issue resolution.

The Solution Support Alliance Partner support team is both accountable and responsible for providing support to resolve issues for these products according to your product support contract with them.

For more details about eligible products, see "Coverage Levels for Cisco Security Products."

# Customer Requirements

The following requirements must be met in order to receive support through Solution Support.

- **Fully operational environment:** Solution Support is a day-2 support service. There are no features or deliverables associated with planning and/or building your Cisco environment. We assume that your environment is up and running with major functions in operation. If you need help planning and/or building your environment, contact an authorized Cisco representative to learn about professional services.
- **Solution Support contracts:** Any Cisco products deployed in your solution environment must be covered by Solution Support in order to receive solution-level support as described in this

document. Purchasing Solution Support for some, but not all, eligible Cisco products deployed in your solution environment will not provide complete entitlement to this service.

- **Term subscriptions**: Solution Support is available for term subscriptions only if the following two requirements are satisfied:
  1. The Cisco security solution environment must be standardized on Cisco Firewalls and/ or Cisco Identity Services Engine (ISE), and Solution Support must be purchased for all Cisco Firewalls and/or ISE.
  2. Solution Support must be purchased for all appliances or perpetual virtual appliances for all Cisco security products deployed in the solution environment.

- **Product support contracts:** Product support is required for all components in your Cisco solution.

  - **Cisco components** in your solution are automatically covered by Cisco product support when you purchase Solution Support, because this service is inclusive of the Cisco hardware or software support required for those products. For example, when attaching Solution Support to a Cisco hardware or software product, that product is covered at your chosen service level by Cisco Smart Net Total Care® Service or Software Support, respectively.

  If you have a multivendor solution, the following is also required:

  - **Solution Support Alliance Partner components** in your solution must be covered by their product support with a service equivalent to Smart Net Total Care or Software Support. Solution Support Alliance Partner or product support contracts are necessary for:

    - Solution Support Alliance Partners to provide expertise and directly resolve issues with their products

    - Access to return merchandise authorizations (RMAs), software updates and upgrades, knowledge base, and so on

    - Solution Support engineers to coordinate issue resolution with Solution Support Alliance Partner or product support teams

**Note:** The following services are <u>not acceptable</u> as required product support:

- Warranty services such as Cisco Warranty, Cisco Warranty Plus, Smart Net Total Care for UCS Hardware Only, or any similar services from Solution Support Alliance Partners or third-party technology providers.
- Community support programs
- Support contracts with a third-party support agent delivering their own branded support for products they did not engineer.

# Processes for Resolving Solution-Level Issues

This section describes how to open support cases and how Solution Support engineers work with you and, for multivendor solutions, Solution Support Alliance Partners (Figure 1).

Figure 1 Cisco Solution Support Engagement Model



## Opening a Solution Support Case for Cisco or Solution Support Alliance Partner Products

You or your Cisco brand resale partner opens a case using your Solution Support contract entitlement by calling the Cisco 800 number (for severity 1 and 2 cases) or through the Cisco TAC online case tool (for severity 3 or 4 cases) and provides the following information:

- The severity level of your service request
- Cisco product serial number (for the product you think is involved in the issue or interacting with a Solution Support Alliance Partner product in the issue)
- The name of your eligible Cisco solution
- Description of the problem you are experiencing and symptoms (business effects, technology, and so on)

You will then be routed to the appropriate Solution Support engineer team. For complete details, review "Opening a Cisco Solution Support Service Request" on Cisco.com.

**Note:**

- In some situations, you might not know what product is causing the issue, or if there actually is an issue. You can open a Solution Support case on any Cisco product in your solution deployment entitled to this service. Your engineer will determine if there is an issue and if so, will initiate the issue resolution process.
- If you have a multivendor solution, at any time and for any reason, you can open a product support case directly with a Solution Support Alliance Partner. If it is then determined that the issue is more complex than originally estimated (for example, it involves multiple products), open a Solution Support case on any Cisco product in your solution that interacts with the Solution Support Alliance Partner or and we will step in to begin coordinating your case.

## Working with Solution Support Engineers

### Standard Work Flow

After you have opened a Solution Support case as described in the prior section, the Cisco Support engineer:

- Works with you or, if applicable, your Cisco brand service resale partner.

- Resolves any issues that can be resolved based on their knowledge of the solution through Cisco Validated Designs, reference architectures, configuration best practices, or other expertise, experience, and/or internal information.

If the Solution Support engineer cannot directly resolve the solution issue, the engineer isolates the issue to a product or products and:

- Works with you to open a secondary case using your product support contract entitlement from Cisco and/or, for multivendor solutions, Solution Support Alliance Partner(s) or third-party technology providers.

- Coordinates issue resolution with the Cisco TAC and/or, for multivendor solutions, Solution Support Alliance Partner product support team(s). We provide information about what led to the request for the secondary case, and expert guidance on the solution to help make sure interoperability is maintained between solution products.

**Note:**

For multivendor solutions:

- Although Cisco is accountable for issue resolution and coordinates with Solution Support Alliance Partner product support team(s), you must pass support entitlement as required by Solution Support Alliance Partners. You must also provide system and case information and access to both Cisco and Solution Support Alliance Partners or third-party technology providers.

- If a Solution Support Alliance Partner product support team cannot resolve the issue and is a member of the Cisco DevNet program, the Solution Support Alliance Partner may open a service request with the Cisco Developer Support Service for help in isolating and resolving the issue.

Your case remains open and active until you approve it for closure by Cisco.

### Alternate Work Flow

For multivendor solutions, the following alternate work flow applies when you first open a product support case directly with a Solution Support Alliance Partner, then determine that the issue involves multiple products and requires Solution Support.

After you have opened a Solution Support case as described in the prior section, notify the Solution Support engineer that you are requesting solution-level support for a product support case previously opened with a Solution Support Alliance Partner. The Solution Support engineer then works with you to become familiar with your case and manages issue resolution from that point forward.

Your case remains open and active until you approve it for closure by Cisco.

# Coverage Levels for Cisco Security Products

The following tables show where Solution Support is available for hardware and software that can be used to build a Cisco security solution. If the solutions is comprised of products from Cisco and those of our Solution Support Alliance Partners from the tables below, they must contain 50% or more of Cisco products to be eligible for Solution Support.

Use the following definitions to interpret the "coverage" column code:

- **C (core product):** Cisco products covered by the service with Cisco accountable and responsible for product issue resolution. Applicable to multivendor solutions and solutions with only Cisco products.

- **A (Cisco accountable product):** Solution Support Alliance Partner products covered by the service with Cisco accountable and Solution Support Alliance Partners responsible for product issue resolution. Applicable to multivendor solutions only.

- **P (Solution Support Alliance Partner accountable product):** Solution Support Alliance Partner products covered by the service with Cisco coordinating issue resolution and Solution Support Alliance Partners accountable and responsible for product issue resolution. Applicable to multivendor solutions only.

**Cisco and Solution Support Alliance Partner security products**

| Company | Product or Product Family | Coverage | Product Area | Notes |
|---------|---------------------------|----------|--------------|-------|
| **Cisco** | Cisco Adaptive Security Device Manager | Core | Security / firewall management | |
| **Cisco** | Cisco Adaptive Security Virtual Appliance (ASAv) | Core | Cisco ASA Firewalls, NGFW, and NGIPS | |
| **Cisco** | Cisco Advanced Malware Protection (AMP) for Networks | Core | Malware protection | |
| **Cisco** | Cisco Threat Grid | Core | Malware protection | |
| **Cisco** | Cisco AnyConnect Secure Mobility Client | Core | VPN and endpoint security clients | |
| **Cisco** | Cisco ASA 5500-X Series Next-Generation Firewalls | Core | Cisco ASA Firewalls, NGFW, and NGIPS | |
| **Cisco** | Cisco ASA with FirePOWER Services | Core | Cisco ASA Firewalls, NGFW, and NGIPS | |
| **Cisco** | Cisco ASA SW | Core | Cisco ASA Firewalls, NGFW, and NGIPS | |
| **Cisco** | Cisco Cognitive Threat Analytics (CTA) | Core | | |
| **Cisco** | Cisco E-mail Security Appliance (ESA) | Core | Email security | |
| **Cisco** | Cisco FirePOWER Device Manager (FDM) | Core | Cisco ASA Firewalls, NGFW, and NGIPS | |
| **Cisco** | Cisco FirePOWER (7000-8000) Series Appliances | Core | Cisco ASA Firewalls, NGFW, and NGIPS | |

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|---|---|---|---|---|
| **Cisco** | Cisco FirePOWER (2100, 4100, and 9000) Series Appliances | Core | Cisco ASA Firewalls, NGFW, and NGIPS | |
| **Cisco** | Cisco FireSIGHT Management Center | Core | Security / firewall management | |
| **Cisco** | Cisco Identity Services Engine (ISE) | Core | Network visibility and segmentation | |
| **Cisco** | Cisco Security Manager | Core | Security / firewall management | |
| **Cisco** | Cisco Security Packet Analyzer | Core | | |
| **Cisco** | Cisco SSL Appliances | Core | | |
| **Cisco** | Cisco TrustSec (via Cisco Security Manager) | Core | Security | |
| **Cisco** | Cisco Tetration | Core | Workload | |
| **Cisco** | Cisco Stealthwatch Enterprise | Core | Network visibility and segmentation | |
| **Cisco** | Cisco Web Security Appliance | Core | Web security | |
| **Citrix** | Citrix Endpoint Management | P | Endpoint management | Replacing Citrix XenMobile |
| **F5 Networks** | F5 SSL Orchestrator | P | SSL visibility and policy-based management | |
| **F5 Networks** | F5-Big IP AFM | | Firewall management | |
| **HP** | HP ArcSight | P | HP is merging with Micro Focus | |
| **IBM** | IBM QRadar | P | Endpoint management | |
| **Microsoft** | Intune | P | Mobile | |
| **Oracle** | Oracle Cloud Management Services | P | Cloud management | |
| **Radware** | Radware vDP DDOS | P | | |
| **Splunk** | Splunk for Cisco ASA Cisco eStreamer for Splunk (Sourcefire) | P | Real-time operational intelligence | |

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# Coverage Limitations and Exclusions for Cisco Security Solutions

This document defines Solution Support for Cisco security solutions. Base functionality of the listed products in "Coverage Levels for Cisco Security Products" is covered by this service. However, there are instances where specific product capabilities implemented by you are not covered by Solution Support. Therefore, unless specifically listed, it should not be assumed that all licensed technologies related to listed products are covered by this service.