CISCO

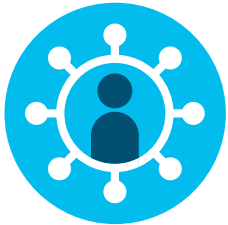# The Right Technical Service for Cisco Security Solutions

Primary Point of Contact

Solution Expertise

Coordinates Product Support Teams

Accountable for Case Resolution

Protect Your Network with Security and Support

Effective network security demands an integrated defense-in-depth approach. The first layer is the enforcement of the fundamental elements of network security. Cisco® Security Solutions provide these elements to form a security baseline, creating a strong foundation on which more advanced technologies can be built.

Each product in your security environment interacts with many Cisco and third-party hardware and software products.

· When you have a problem, do you know which product is at fault?

· Would you know if the issue lies within a firewall or one of the products with which it interacts?

· Which of your many network vendors should you call for support?

Speed to detect and remediate issues is critical because every second counts when networks or data is concerned.

Centralized Support for Your Security Ecosystem

Get the right technical service for your solution environment with Cisco Solution Support for Security. We offer solution expertise and accountability for centralized issue management and resolution across our products and those of our solution partnersin your Cisco Security ecosystem.

Resolve Issues Quickly

Product support is ideal when an individual component needs attention. But if an issue involves multiple products, it must be isolated and resolved without impacting other areas of an ecosystem.

In a Cisco study of 10,000 support cases, Cisco Solution Support resolved complex solution issues on average 43% more quickly than product support[1]. This helps you maintain solution performance and reliability, scale your solution more quickly while maintaining operational performance, and maximize ROI.

1. December 2016 Cisco internal study of 10,000 support cases.

How You Benefit from Cisco Solution Support

- **Primary point of contact:** Cisco solution experts are 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 Security 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 partners, and global experience with solving solution-level issues means we can effectively manage support to best resolve your case.

- **Open door approach:** 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.

- **One service, broad coverage:** Get solution-level support and Cisco product support in one service that's easy to order and renew.

- **Reliable cost of expansion:** Available on our standardized price list and ordering tools, this service has predictable costs as you expand your Security solution or build new ones.

Why Use Cisco Solution Support?

- **Innovate with confidence:** Adopt new technologies to grow your business. Your Cisco expert engineers are here to help you succeed.

- **Focus on your business:** We take the lead to manage technology issues across your solution so you can focus on your customers and business.

- **Resolve solution-level issues quickly:** Maintain solution reliability and performance by getting issues resolved more quickly than with product support alone.

How It Works

Cisco Solution Support combines Cisco product support—Cisco Smart Net Total Care™ or Software Support—with solution-level support into one service. Simply purchase Cisco Solution Support for each Cisco hardware and software product in your Security solution[2]. Then if an issue arises with any product, or you only think you may have one, simply contact us. Our team of Cisco Security experts is your primary point of contact, coordinates product support teams when needed, and owns your case from first call to resolution.

Next Steps

- If you are currently using Cisco product support, upgrade to Cisco Solution Support.

- If you are newly purchasing a Cisco Security solution, opt for this solution-level service.

- Review the Cisco Solution Support for Security Solutions Service Definition for more information about technical details and product coverage.

- Contact your Cisco sales representative or partner, and visit us at www.cisco.com/go/solutionsupport for complete service details.

2. Product support for solution partner products within your Cisco Security Solution is required. Contact these vendors for details and purchasing.