

Cisco Software Support for Security

Frequently asked questions
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Overview

With increasingly sophisticated security threats, it's never been more important to have a defensible security posture. You are invested in Cisco® security products to protect your IT environment and mitigate risks. We want to make sure you are up and running quickly and that you are fully using our technologies in a way that delivers maximum value. Cisco Software Support offers varying service level options so you can choose the support level that is right for your business. Our Enhanced and Premium levels provide faster response times, technical adoption assistance, and proactive guidance from a Cisco expert. You can operate more confidently knowing that you have the support to mitigate risks, bolster security, and successfully enable hybrid work solutions.

Experience the results seen by many other Cisco Software Support customers:¹

- 30% fewer escalations and 43% faster problem resolution time
- 29% faster software update completion process
- 22% more efficient IT networking / infrastructure teams
- 2x as much time as before to focus on innovation

General information on Software Support

Q What is Software Support?

A Software Support provides support services intended to help you integrate, adopt, and use your security software. It provides:

- Flexible service levels: Basic, Enhanced, and Premium
- The Basic level provides foundational support including 24x7 access to the Cisco Technical Assistance Center (TAC), software updates, and self-help resources.
- The Enhanced level adds solution-level support and assistance with onboarding your new product and driving adoption of key features.
- The Premium level will assign a Cisco expert who gets to know your IT environment and works side by side with your team.

Q Which types of licenses are available for Software Support offers?

A Licensing for Software Support is defined by the Cisco Security product. Basic service is included in most security subscriptions. The following licensing models are supported:

- Subscription for cloud products
- Subscription for on-premises products
- Subscription for hosted products

¹ [IDC Snapshot: The Business Value of Cisco Software Support](#)

Q Which Cisco software products are covered by Software Support?

A Table 1 outlines the security products eligible for Software Support.

Table 1. Security products covered by Software Support

Deployment model	Products supported
On-premises	<ul style="list-style-type: none"> ▪ Cisco AnyConnect® Secure Mobility Client ▪ Cisco Identity Services Engine (ISE) ▪ Cisco Secure Email ▪ Cisco Secure Firewall ▪ Cisco Secure Network Analytics ▪ Cisco Secure Web ▪ Cisco Telemetry Broker
Cloud	<ul style="list-style-type: none"> ▪ Cisco Cloudlock® (support offers are Basic and Gold) ▪ Cisco Secure Assess by Duo (support offers are Standard and Duo Care Premium Support) ▪ Cisco Secure Email and Mailbox Defense¹ ▪ Cisco Secure Endpoint ▪ Cisco Secure Malware Analytics SaaS ▪ Cisco Umbrella®² ▪ Kenna Security³

¹ Software Support Enhanced is embedded support for Mailbox Defense, Premium is not an option.

² Umbrella packages DNS Security Essentials, DNS Security Advantage and SIG Essentials require Software Support Enhanced level with an option to upgrade to Premium.

³ See the [Customer Experience FAQ](#) for Kenna Security

Q Which features are included in Software Support?

A Table 2 provides an overview of the features included in Software Support for Security, by level.

Table 2. Software Support for Security features

Deliverables	Software Support service levels			
	Embedded	Basic	Enhanced	Premium
Software technical support (24x7 access to TAC)	Online only	✓	✓	✓
Initial response target - Severity 1 - Severity 2	Not supported Next Business Day	60 minutes	30 minutes	15 minutes
Software updates	✓	✓	✓	✓
Knowledgebase and online resources	✓	✓	✓	✓
Direct access to a highly skilled engineer with solution level expertise			Prioritized over Basic option	Prioritized over Enhanced option
Multiproduct / multivendor support coordination			✓	✓
Onboarding guidance for configuration, deployment, migration, and IT software integration			✓	✓
Technical adoption			✓	✓
Configuration reviews			✓	✓
Designated technical expert serves as trusted advisor and provides lifecycle guidance for ongoing performance management / optimization				✓
Incident and escalation management				✓
Periodic technical reviews including support case analytics				✓

All features of [Solution Support](#) are included in the Enhanced level.

Q How does Software Support help you meet your security goals?

A You will be able to achieve value faster with technical onboarding and adoption assistance, reduce risk with faster response times from highly skilled engineers, and improve your security posture with expert advice from software security experts. The table below highlights how each level of service will help you meet these goals.

Table 3. Software Support for Security deliverables aligned with customer goals

Deliverables	Customer goals		
	Achieve value faster	Reduce risk	Improve security posture
Software technical support		✓	
Software updates		✓	✓
Knowledgebase and online resources	✓		
Prioritized case handling		✓	
Direct access to a highly skilled engineer with solution level expertise		✓	
Multiproduct / multivendor support coordination		✓	
Onboarding guidance for configuration, deployment, migration, and IT software integration	✓	✓	
Technical adoption	✓		
Configuration reviews		✓	
Designated technical expert serves as trusted advisor	✓	✓	✓
Incident and escalation management		✓	
Periodic technical reviews including support case analytics		✓	✓

Q What is the difference between Software Support Service (SWSS) and Software Support?

A SWSS is equivalent to the Basic service level of Software Support. It provides the same foundational software support deliverables.

Q If I have a solution that involves both hardware and software, what level of service should I purchase?

A Cisco recommends that you purchase Solution Support for faster issue resolution and reduced risk. Software Support Enhanced and Premium will help customers further minimize IT risk and complexities, achieve value faster and improve their security posture.

Q Are all of the features of Solution Support included in Software Support Enhanced and Premium?

A Yes, customers now get all of the value of Solution Support, including no need to triage an issue before opening a case with TAC and a primary point of contact for coordinating support across multiproduct and multivendor solutions.

Q If I already have purchased Expert Care, do I also need the Cisco expert included in the Premium level of Software Support?

A While both service offerings deliver incident management and problem management, there are differences.

Software Support Premium Expert:

- The Cisco Expert is a primary point of contact for Cisco software technical knowledge, deployment, and incident management specific to the security technology you have purchased.
- The Cisco Expert has a technical understanding of the software solutions and can coordinate the various teams necessary to expedite the closure of a case at the software level
- The Cisco Expert facilitates the achievement of technical objectives throughout the software lifecycle, including change management, consultation on upgrades, and workflow integration.

Expert Care Team:

- The operations manager acts as the primary point of contact for incident management as it relates to the overall network infrastructure. The Cisco expert available with Software Support Premium and the Expert Care operations manager collaborate as necessary to efficiently resolve open technical support cases.
- For those customers who have purchased Problem Resolution or Problem Management, the associated technical roles will coordinate solving complex issues more quickly on your behalf, especially those that include both networking and security technologies.

Q Can Software Support be ordered as part of a Security Choice Enterprise Agreement (EA)?

A Yes. Basic is the default service level for all suites (except Umbrella and Cloudlock), Enhanced and Premium are options. If you purchase Umbrella or Cloudlock, then the Enhanced level is required.

Q Can Software Support be co-terminated with other service contracts?

A Yes, co-termination can be arranged when you purchase your contract. Software Support Enhanced and Premium contracts should be aligned to the product subscription end date.

Q Is there a cancellation fee?

A Yes. If you choose to cancel your Enhanced or Premium service level within 90 days of purchase, you will be charged either 15 percent or a 60-day fee, whichever is greater. When a subscription product is purchased, the Basic service level is embedded in the product purchase price, and it cannot be cancelled.

Support delivery details

Q Will there be a kickoff meeting to help me better understand the features and capabilities included in the Enhanced and Premium levels?

A Yes, you will learn how to take advantage of Enhanced and Premium features, and you will be introduced to Cisco experts who provide advice and guidance as part of the service.

Q How do I initiate a service request for technical assistance?

A As with any Cisco technical service, customers should initiate a request for support through the online support tools or by contacting the Cisco TAC. You will need to provide your contract number.

Q Is customized software supported by Cisco?

A Yes, if you have contracted with Cisco to develop a custom security software solution, then the Enhanced level of service is available, there is no Basic or Premium option.

Q If my business is geographically dispersed and needs support in numerous regions around the world, will I be entitled to designated service management support for all these regions when I purchase the Premium service level?

A Cisco provides a single Cisco expert in a location as close to the customer region as possible. The Cisco expert speaks English. If you would like more than one Cisco expert to serve regions around the world, then you should make that request of your Cisco sales representative, and we will try to accommodate it.

Additional resources

Q Where can I learn more about Software Support?

A For more information on Software Support, visit our [website](#).