Technology has evolved.
So should your support.

Cisco Solution Support
Coverage catalog

August 2020

Cisco Solution Support: The right kind of support for multiproduct, multivendor environments

Stay focused on your business
Leave complex issues to us

Primary point of contact

Priority response

Centralized support across your solution ecosystem

Cisco

Hardware expertise

Software expertise

Architecture expertise

Interoperability expertise

● **Cisco and Alliance Partner product support team coordination** ●

Coverage across all
Cisco technology architectures

Collaboration

Data Center

Enterprise Networking

IoT

Security

Service Provider

Create your own solution with
Cisco® and Solution Support Alliance
Partner software and hardware

OR

Deploy a defined Cisco solution
from our technology architecture portfolios

In either case, for entitlement to this service: Solution Support must be purchased for Cisco hardware and software (where available) in the deployment.
Solutions including Solution Support Alliance Partner products should be built from around 50% or more of Cisco products.
Alliance Partner product support with a 24/7 service level is recommended for their products. Contact these technology providers for more information.

Click the icons for
service details and covered products

Collaboration

Data Center

Enterprise Networking

IoT

Security

Service Provider

- Calling – Premise, Cloud, Hybrid, Hosted
- Meetings - Premise, Cloud, Hybrid
- Contact Center – Premise, Cloud, Hybrid

- Data Center general config/ with EMC storage
- Application Centric Infrastructure
- Azure Stack
- CloudCenter™ Suite
- Contiv Open Source
- FlashStack
- FlexPod®
- HyperFlex™

- Network Assurance Engine
- OpenStack™
- SAP HANA
- SwiftStack
- Tetration Analytics™
- VersaStack™
- Virtual Desktop Infrastructure

- Digital Network Architecture (Cisco DNA)
  - DNA Assurance
  - DNA Center
  - DNA Security
  - SD–Access
  - SD–WAN
  - SD–WAN Security
- Enterprise Network Function Virtualization
- Intelligent WAN
- Mobile Experiences
- Workplace Analytics

- Connected Communities Infrastructure
- Connected Manufacturing solutions
- Connected Utilities solutions
- Digital Transportation
- Extended Enterprise
- Kinetic solutions
- Remote and Mobile Assets
- Smart City LoRa
- Cisco Video Surveillance
- Vision Dynamic Signage Director

Security solutions using:
- Next–Generation Firewall Adaptive Security Appliance
- Identity Services Engine
- Stealthwatch Enterprise
- Email Security Appliance
- Web Security Appliance
- Threat Grid
- Tetration
- Next–Generation Intrusion Prevention Systems
- Advanced malware protection for Networks

- Service Provider Mobility
- Service Provider Network Function Virtualization

Need more information?

- Contact your Cisco representative

- Learn about Solution Support value in our e-book

- Get service details at www.cisco.com/go/solutionsupport

Cisco
Customer Experience