Cisco Software Application Support

Maintain reliable operations and help ensure business continuity by keeping your software applications running at optimal performance.

Service Overview

Specialized Service and Support for Software Applications

Network centric software applications are the core of your most critical business operations, facilitating continuous communication and collaboration with colleagues, customers, and business partners. The Cisco® Software Application Support (SAS) Service is essential to keep these business-critical applications available, secure, and operating at an optimum performance level. With Cisco SAS you have uninterrupted access to Cisco's latest software application updates and extensive support resources, to help you maximize business continuity, improve your competitiveness, and make the most of limited resources through increased productivity.

Keeping Business-Critical Applications Highly Available

Cisco SAS includes services that strengthen the availability and reliability of Cisco software applications, to keep your business operating smoothly and enrich the value of your network investment. The service covers more than 100 Cisco software application products in major technologies such as security management, network management, mobile wireless, and data center software applications, to constantly keep you current with the latest application updates.

The Cisco Support Experience

Around the clock, 365 days a year, the Cisco support experience provides award-winning service and support including access to our Technical Assistance Center (TAC) and extensive online resources. Focusing on the operate phase of the network lifecycle, Cisco SAS provides technical services and support including:

- **Instant access to software updates to keep applications current:** Cisco continuously provides application software update releases to maintain the stability of existing systems and keep networks current on their release level. Workaround solutions or

Award-winning Support Services

Cisco Software Application Support helps maintain the performance and availability of applications in a range of technologies:

- Application networking
- Digital media management
- Internet protocol interoperability and collaboration systems
- Mobility wireless
- Network management
- Security management
- Wide area application services

For an up-to-date list of the services available for your Cisco products and applications, visit our Service Finder tool at www.cisco-servicefinder.com.

patches for reported application software problems, maintenance releases, and application minor releases are available by software download from the Cisco.com website or CD-ROM shipment to help you maintain efficient, highly available application performance.

· **Access to Cisco Technical Assistance Center (TAC) provides fast, specialized support:** Technical assistance provided by Cisco software application experts helps you minimize network failures or outages, maximize uptime, and reduce performance incidents, to keep your business running smoothly. Cisco TAC experts are trained in specific applications and have a reputation for being among the most skilled in the industry. Specialized technical expertise is available to you 24 hours per day, 365 days per year by telephone, fax, email, or the Internet for accurate, rapid diagnosis and resolution of software application issues.

· **Online tools build and expand in-house expertise and boost business agility:** Unlimited access to a robust repository of application tools and technical documents helps your staff diagnose problems, understand new technologies, and keep current with innovative software application enhancements. Utilities, white papers, application design data sheets, configuration documents, and case management tools help expand your in-house technical capabilities and respond to changing business needs. (See Table 1.)

· **Collaborative learning provides additional knowledge and training opportunities:** There are many opportunities for you and your staff to learn the latest technology updates from Cisco as well as other networking professionals through several online activities and collaborative environments. Participate in the Cisco Support Wiki, where you can collaborate, co-create, and innovate to find answers to technical issues fast. Join a technology or solution discussion board with your peers on the Cisco Networking Professionals site. You can also attend a live webcast on various technical subjects through Cisco TechTalk and converse with Cisco experts through Ask the Expert events. (See Table 1.)

Table 1.   Cisco Online Support Features and Benefits

The Cisco Support Website: A Primary Component of Cisco Support Services	
In addition to TAC phone support, Cisco Software Application Support includes unrestricted access to a range of online support resources: · Quickly resolve issues online, any time · Download, install, and update your application software whenever it's convenient for you and your staff · Get technical support, tips, and advice from Cisco experts and peer to peer from other professionals	
Resource	**Features and Benefits**
My Tech Support	Personalized web portal allows you to find new software releases, bug reports and repairs, and troubleshooting tools customized for your network.
Automated Tools	Get instant access to software updates and other personalized content: · Software downloads · Software advisor · Bug toolkit · TAC case collection · Error message decoder · Command lookup tool · Output interpreter

Resource	Features and Benefits
Document Access	Access more than 90,000 technical documents, including: • Software documentation • Technical videos on demand • Podcasts • White papers • Security advisories
Online Service Request Management Tool	Submit and track service requests online.
NetPro Community	Share questions, suggestions, and information with other professionals: • Networking professionals forums • TechTalk live webinars • Ask the Expert: live chat events
Technical Support Wiki	Collaborate, create, and access the latest technology by participating in this dynamic knowledge base.
Cisco Technical Services Newsletter	Monthly newsletter alerts subscribers to new tools, resources, and exclusive networking tips.

Benefits

Cisco SAS protects your application investment and improves the performance and availability of your applications. You experience the following benefits that directly impact your business performance:
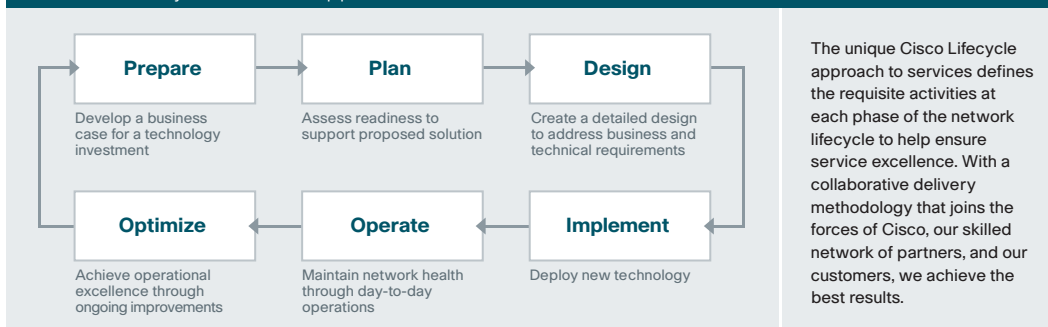
- Boost the availability and performance of the core applications on which you depend to keep your business operations running efficiently and foster transparent collaboration and communication with employees, customers, and suppliers

- Maintain the performance and efficient operation of critical business applications by staying current with update releases on your network centric software applications

- Accomplish more with limited resources by augmenting your staff with Cisco expertise and automated troubleshooting tools

- Reduce security, operational, and business risk by keeping software application releases current to safeguard business assets and improve regulatory compliance

- Get technology and business results from best practices and specialized end-to-end software application and network knowledge learned from Cisco engineers

- Solve issues quickly with access to a wide range of online tools and communities

Why Cisco Services

Cisco Services make networks, applications, and the people who use them work better together. Today, the network is a strategic platform in a world that demands better integration between people, information, and ideas. The network works better when services, together with products, create solutions aligned with business needs and opportunities.

The unique Cisco Lifecycle approach to services defines the requisite activities at each phase of the network lifecycle to help ensure service excellence. With a collaborative delivery methodology that joins the forces of Cisco, our skilled network of partners, and our customers, we achieve the best results.

The Cisco Lifecycle Services Approach

Prepare	**Plan**	**Design**
Develop a business case for a technology investment	Assess readiness to support proposed solution	Create a detailed design to address business and technical requirements

Optimize	**Operate**	**Implement**
Achieve operational excellence through ongoing improvements	Maintain network health through day-to-day operations	Deploy new technology

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Availability and Ordering

The Cisco Software Application Support Service is available globally. This service might not be available for some Cisco software applications. For a complete list of the services available for your Cisco products and applications, visit our Service Finder tool at www.cisco-servicefinder.com.

The Cisco SAS Service provides important services that protect your software application investment, just as Cisco SMARTnet® Service protects your hardware and operating system. Your Cisco SAS Service contract entitles you to services and support that are designed specifically for Cisco application software. These services are an important addition to your Cisco product warranty, which provides for the integrity of a product but does not provide support services or updates.

For More Information

For more information about the Cisco SAS Service, visit www.cisco.com/go/services/applicationsupport or contact your local account representative.

Cisco Services.
Making Networks Work.
Better Together.

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Cisco Systems International BV
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Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at **www.cisco.com/go/offices.**

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