



Cisco Solution Support Coverage Catalog

September 2018 1.1

The Right Kind of Technical Service for Solution Environments

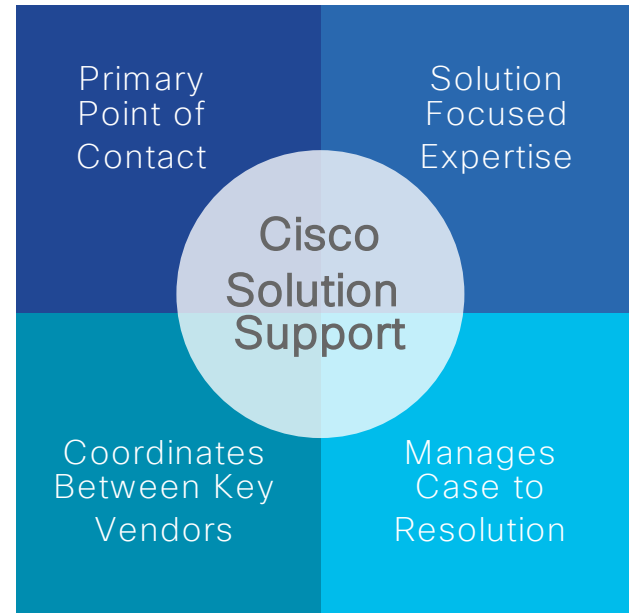
Centralized support from our solution experts

Accountability for issue management and resolution

Addresses Cisco® and solution partner products

Resolves complex solution-level issues on average 43% more quickly than product support alone¹

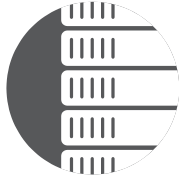
¹ December 2016 Cisco internal study of 10,000 support cases



Cisco Solution Support Eligibility



Collaboration



Data Center



IoT



Networking



Security



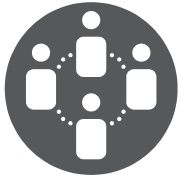
Service Provider

Available for attach to Cisco hardware or software products, which can be used to build a Cisco solution from our portfolio. These solutions must contain at least 50% of Cisco products.



Named Cisco solutions across our solution portfolio. See the next slide for named solutions and links to listed eligible products in our service definitions.

Named Eligible Cisco Solutions



Collaboration

- Collaboration
- Hosted Collaboration



Data Center

- Data Center
- Application Centric Infrastructure
- Azure Stack
- Cisco Network Assurance Engine
- CloudCenter
- Contiv Open Source
- FlashStack
- FlexPod®
- Hyperflex
- OpenStack™
- SAP HANA
- SwiftStack
- Tetration Analytics
- VersaStack™
- Virtual Desktop Infrastructure
- VSPEX



IoT

- Cisco Kinetic for Cities
- Cisco Kinetic for Energy– Oil & Gas
- Cisco Kinetic Platform
- Cisco Vision Dynamic Signage Director
- Connected Manufacturing
- Connected Utilities
- Digital Transportation
- Smart City LoRa
- Video Surveillance



Networking

- Cisco Digital Network Architecture
- Enterprise Network Function Virtualization
- Intelligent Wide Area Network (IWAN)
- Mobile Experience
- Software-Defined Access
- Software-Defined WAN
- Workplace Analytics



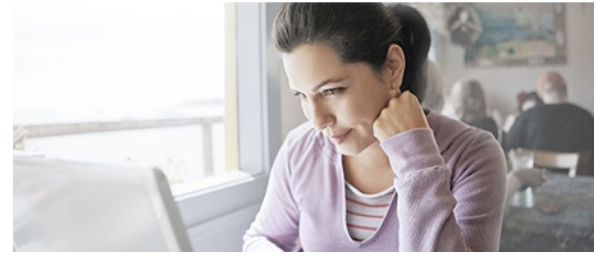
Security

- Security Solutions



Service Provider

- Bandwidth and Management Suite
- IP Media for Fabric
- Service Provider Mobility
- Service Provider Network Function Virtualization



Innovate with confidence and take the leap to new technologies. We have you covered with Cisco[®] Solution Support.

