

Cisco Software Support Service



Overview

Cisco® Software Support Service (SWSS) is a single offer that provides end-to-end support for your Cisco software applications. SWSS provides software maintenance, updates, and upgrade entitlement to help increase business value, reduce cost, and protect your investment in Cisco software products. Our award-winning technical assistance helps reduce disruptions to your application availability. To make sure you receive the most value from your Cisco software, SWSS has a required attachment minimum of 12 months. This integrated, easier, smarter, and more comprehensive service helps resolve issues quickly with the following:

- Access to the Technical Assistance Center (TAC) for software issues 24 hours a day, 7 days a week
- Major upgrades, minor updates, and maintenance for licensed software applications
- Access to ongoing innovation
- Access to online resources

SWSS can be ordered for three- or five-year contracts for continued access to ongoing innovation and support beyond year one.

SWSS includes:

- Specialized engineers in the Cisco TAC who can analyze complex application software and networking issues and assist with incident remediation 24 hours a day, 365 days per year.

- Major upgrades and minor release updates that help make sure Cisco software applications operate smoothly, are always up to date, and provide access to ongoing innovation. When SWSS is sold with Cisco ONE Software packages, customers also benefit from services-enabled license portability.
- Access to Cisco's extensive online troubleshooting tools to help accelerate problem resolution. These robust support resources include Software Advisor, TAC Case Collection, My Tech Support, Output Interpreter, peer-to-peer online forums, social media, and the TAC newsletter.

When ordered as part of Cisco ONE Software, Cisco SWSS provides the benefit of license portability across products. License portability allows you to reassign license entitlements from one hardware platform to another. This capability is very valuable when refreshing your hardware, eliminating the requirement to repurchase software licenses for new hardware. For more details, see the [Cisco ONE Software Portability Q&A](#).

Cisco Software Support Service has replaced Cisco Essential Operate Service (ESW) and Unified Communications Software Subscription (UCSS) for your software application service requirements.

Q How is SWSS sold?

A SWSS is globally available and orderable in Cisco Commerce Workspace and in Cisco Service Contract Center. When a SWSS-covered software product is configured, by default a 12-month SWSS contract with ECMU service level is added. SWSS is required for a minimum of 12 months for all associated software or software license products. If SWSS is not attached with the software, it must be ordered within 90 days from the software order submission date. After the 90-day grace period for initial attach of SWSS, ordering of SWSS will be subject to reinstatement policy fees.

Q What are the benefits of Cisco Software Support Service to my business?

A Cisco Software Support Service provides the following benefits for your business:

- Ease of doing business: simplified way to order, renew, and manage critical software application services
- Investment protection: comprehensive service coverage entitles the product updates and upgrades for latest features and performance enhancements

Q How are existing contracts for Cisco Essential Operate Service and/or Unified Communications Software Subscription for Collaboration and Cisco Prime™ products affected?

A As existing ESW and/or UCSS contracts come up for renewal, they will be migrated to Cisco SWSS. For more information, visit <http://www.cisco.com/go/swss>.

Q Will existing Cisco Software Application Support (SAS) or Software Application Support Plus Upgrades (SASU) contracts be migrated to SWSS?

A At renewal, SAS and SASU service contracts for Cisco Prime software products and Intelligent Automation products are renewed under SWSS. As other new software products become available, they may be associated with SWSS instead of SAS or SASU.

Q Which Cisco software products are included under Software Support Service?

A For the most current list of supported products, contact your partner or Cisco account manager.

Quoting and Ordering

Q How do I order SWSS?

A SWSS can be ordered through Cisco Contract Workspace at point of sale and in Cisco Services Contract Center using ECMU or an equivalent service level.

Q What is the minimum duration for SWSS?

A The minimum is 1 year, but can also be purchased for 3 or 5 years.

Renewals

Q If a customer misses the renewal of SWSS after the first year, can it be renewed at a later stage?

A As with any other service, any contract that is not renewed after 30 days of its end of coverage date will have an expired status, and reinstatement fees will be applied.

Resources

Q How do I get more information?

A Visit <http://www.cisco.com/go/swss>. You may also contact your Cisco account representative or partner.