

# Cisco Software Support for Umbrella

Dedicated to customer success

## Resolve requests and issues quickly

You've invested in the right solution. Now protect your investment with the support option that best meets your business needs. Cisco offers two levels of software support: Enhanced and Premium.

Both support service levels include 24x7 access to the Cloud Security Support Team and onboarding guidance.

Businesses looking for more proactive support can opt for Premium technical level support to further reduce risk, improve their security posture and maximize the value from their software investment.



Deliverables	Cisco Support Service levels	
	Enhanced	Premium
<b>Software technical support</b> <ul style="list-style-type: none"> <li>24x7 technical assistance (phone and online case submission)</li> <li>Response time objective for Severity 1 or 2 cases</li> </ul>	<ul style="list-style-type: none"> <li>Phone: 30 minutes</li> </ul>	<ul style="list-style-type: none"> <li>Phone: 15 minutes</li> </ul>
<b>Software updates</b> <ul style="list-style-type: none"> <li>All supported product software release updates</li> </ul>	<ul style="list-style-type: none"> <li></li> </ul>	<ul style="list-style-type: none"> <li></li> </ul>
<b>Knowledgebase and online resources</b> <ul style="list-style-type: none"> <li>Online access to standard adoption materials, marketing materials and product support tools</li> </ul>	<ul style="list-style-type: none"> <li></li> </ul>	<ul style="list-style-type: none"> <li></li> </ul>
<b>Priority technical support</b> <ul style="list-style-type: none"> <li>Priority handling of cases based on Software Support service level</li> <li>Direct access to highly skilled engineers</li> </ul>	<ul style="list-style-type: none"> <li></li> <li></li> </ul>	<ul style="list-style-type: none"> <li>Over Enhanced level</li> <li></li> </ul>
<b>Onboarding</b> <ul style="list-style-type: none"> <li>Welcome email, kickoff meeting, technical discovery meeting</li> <li>Best practices for interacting with Cisco technical support</li> <li>Advice and assistance for Smart Account setup and Smart License activation</li> <li>Architecture review</li> <li>Guidance for configuration, deployment, migration and software integration into the IT environment</li> </ul>	<ul style="list-style-type: none"> <li></li> </ul>	<ul style="list-style-type: none"> <li></li> </ul>



Deliverables	Cisco Support Service levels	
	Enhanced	Premium
<b>Technical adoption</b> <ul style="list-style-type: none"> <li>· Ongoing guidance for IT help desks that support internal users</li> <li>· Guidance for software feature utilization</li> <li>· Consultation on software updates / use case adoption</li> <li>· Periodic configuration reviews</li> </ul>	•	•
<b>Designated service management</b> <ul style="list-style-type: none"> <li>· A Cisco expert learns how your Umbrella solution has been deployed, and works side by side with your team to support it               <ul style="list-style-type: none"> <li>· Design and sizing guidance</li> <li>· Assists with managing the lifecycle, such as optimization and usage guidance</li> <li>· Monitors alerts, alarms and notifications</li> <li>· Proactively troubleshoots on your behalf</li> </ul> </li> </ul>		•
<b>Incident and escalation management</b> <ul style="list-style-type: none"> <li>· As the single point of contact to handle severe incidents, your assigned expert will bring in specialists from other domains and own the issue until it is resolved</li> </ul>		•
<b>Periodic business and technical reviews</b> <ul style="list-style-type: none"> <li>· Overall operational performance</li> <li>· Support case analysis for Severity 1 and 2 issues with best practices to reduce support cases</li> </ul>		•



Enhanced Software Support is required for Cisco Umbrella packages (DNS Security Essentials, DNS Security Advantage, and SIG Essentials). It provides help with onboarding your security solution so you get up and running quickly and technical adoption assistance so you can realize the full value of your investment. Additionally, periodic configuration reviews will reduce risk in your IT environment.

## Upgrade to Premium Software Support\*

With Premium Software Support you'll receive all the benefits of Enhanced Support, plus more personalized support and faster response times. Premium Support is ideal for organizations who require more proactive assistance from experts with specialized technical knowledge.

## Additional support options for Umbrella Secure Internet Gateway Essentials package

Enhanced and Premium support are ideal for customers who primarily want to deploy Umbrella themselves.

Customers who want deep expertise and hands-on deployment support with their journey can explore the Cisco Umbrella Strategy and Implementation Service [data sheet](#).

\* Total contract value minimums may apply for the upgrade to Premium Software Support.



## About Cisco Umbrella

Cisco Umbrella secures internet access and controls cloud app usage from your network, branch offices, and roaming users. Unlike disparate security tools, Umbrella unifies secure web gateway, cloud-delivered firewall, DNS-layer security, and cloud access security broker (CASB) functionality into a single platform. Umbrella acts as a secure onramp to the internet and delivers deep inspection and control to support compliance and provide effective threat protection. Backed by Cisco Talos, one of the largest threat intelligence teams in the world, Umbrella exposes threats for better investigation and response. By delivering all this from the cloud with 100% uptime, Umbrella offers visibility and enforcement to protect users anywhere.

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## Interested in learning more?

Visit the [Cisco Umbrella support webpage](#).

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