

Get Next-Level Support for Duo

SWSS Enhanced Support for Duo connects with you with Cisco experts and 24/7 assistance

Want to get more out of your Duo subscription? SWSS Enhanced Support for Duo is for you. Ideal for businesses looking for long-term support for high rates of use, SWSS Enhanced for Duo simplifies setup a step further by connecting you with a team of experts to get you up and running seamlessly and ensures you're getting a high level of support throughout the length of your contract.

Advantages include:

- + Accelerated Duo deployment with advisement from a Customer Success expert
- + Ongoing access to digital adoption guidance
- + 24/7 support, 365 days a year (excluding posted holidays)

FEATURES & BENEFITS

Our team of experts will guide you through the onboarding and implementation of Duo. Once you're ready, take advantage of guidance on implementation, configuration, security policy, and user enrollment. You will have access to best-practice guidance for user communication strategy and risk reduction. A Customer Success expert will perform periodic product health checks throughout your relationship with Cisco Duo.

When you get SWSS Enhanced for Duo, you'll receive:

- + A virtual kickoff meeting
- + Technical implementation guidance
- + Security policy guidance
- + User enrollment strategy
- + Digital adoption guidance
- + Periodic health checks
- + Unlimited 1-to-many adoption sessions, like ask-the-expert sessions
- + Access to digital learning
- + Access to the Knowledge Base and community best practices

		Basic Support	Solution Support	Duo Quick Start	Enhanced Support	Premium Support
Support Services	Phone Availability	9x5	24x7	9x5	24x7	24x7
	Access to online knowledgebase	Included	Included	Included	Included	Included
	Software updates	Included	Included	Included	Included	Included
	Support Ticket Portal	Included	Included	Included	Included	Included
	Priority Ticket SLO	24 hours	30 minutes	24 hours	30 minutes	30 minutes
	VIP Support Line	–	–	–	–	Included
	Priority Call Routing	Basic	Mid	Basic	Mid	High
Technical Expertise	Named Solution Engineer	–	–	Included (60 days)	–	Included
	Application Configuration Guidance	–	–	Included	Included	Included
	Security Policy Guidance	–	–	Included	Included	Included
	User Enrollment Strategy	–	–	Included	Included	Included
	Solution Architecture Strategy	–	–	–	–	Included
	Periodic Health Check	–	–	–	Annual	Annual
	Advisory CISO Consultation	–	–	–	–	Yearly Virtual
Planning Leadership	Name Success Manager	–	–	Included	Included	Included
	Kick Off Meeting	–	–	Included	Included	Included
	Success Meeting	–	–	–	–	Monthly Virtual
	Business Reviews	–	–	–	–	Biannual Virtual
	Product Roadmap Review	–	–	–	–	Biannual Virtual
	Project Management Partner	–	–	Included	–	Included
	Customer Help Desk Training	–	–	Included	–	Included
	User Communication Strategy	–	–	Included	Included	Included
Customer Profile	Priority Beta Access	–	–	–	–	Included
	Applications to Protect	–	–	Up to 3	3 or more	5 or more
	Users to Protect	–	–	500 - 1500	1,500+	2,000+
	Deployment Timeline	–	–	1 - 2 months	1 - 2 months	4 or more months
Duration	Editon Features	–	–	Ess. and Adv.	All	All
	Term Lengths	Coterminous 12+ months	Coterminous 12+ months	Fixed 2 - 3 months	Coterminous 12+ months	Coterminous 12+ months

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