

Understanding the Cisco Meraki License



Alongside every Cisco Meraki product, is a license. But this license is more than just an operational line-item; it includes components that keep you on the leading edge of innovation and provide you with world-class support. It's all included with no hidden charges!

Find out what makes the Meraki license invaluable:

Dashboard (Management Portal)

The Cisco Meraki dashboard provides intuitive management of your entire Meraki infrastructure under a single pane-of-glass, from anywhere in the world, with no additional training.

- **Real-time tunnel:** A patented lightweight, secure, zero-config control tunnel provides rich real-time data and visibility.
- **Configuration:** Completely configure and optimise your Meraki infrastructure devices in dashboard with no additional training.
- **Remote access:** Network management and monitoring from any Internet-accessible location, in a web browser or the Meraki app.
- **Live troubleshooting:** Built-in tools provide live troubleshooting within dashboard to assess performance, without going on-site.
- **Unmatched visibility:** Get granular insights into how your network is being used by users, devices, applications, and more.
- **Reporting:** Customise reports and analytics on network performance and user behavior and export or schedule emails.
- **Zero-touch deployment:** Easily scale and add devices as needed, automatically pulling their configurations from the cloud.
- **Inventory:** Maintain visibility over the status of all Meraki infrastructure devices and all EMM applications in dashboard.
- **Role-based administration:** Manage access to organisations and networks based on user role and responsibilities.
- **Two-factor authentication:** Enable two-factor authentication when logging into dashboard for added security.
- **Alerts:** Automate configuration change alerts and network monitoring alerts to stay abreast of updates and network status.

Automatic Firmware Updates & New Features

As a cloud-based solution, Meraki engineers are able to push firmware updates and new features natively to devices, providing always up-to-date and future-proofed devices, at no additional cost.

- **Quarterly firmware updates:** As features are improved upon and optimised, updates are released and available in dashboard.
- **Feature updates:** Meraki engineers are continuously innovating and releasing the latest features, future-proofing devices.
- **User scheduled:** Schedule updates for convenient times, or defer them as needed.
- **Security:** In the event of a security threat, Meraki engineers can develop and push patches directly to devices, providing rapid response and protection.

24/7 In-house Support

Dedicated, in-house Cisco Meraki technical support engineers provide fast and relevant responses to customer queries via 24/7 telephone support, email cases, or even cases created in dashboard.

- **Telephone support:** Meraki technical support teams are located in San Francisco, London, and Sydney, providing 24 x 7 coverage, multi-language support, and emergency response.
- **Dashboard case support:** You can create a new case or track existing cases under the 'Help' tab in dashboard, providing instant visibility into the status of their queries.
- **Email case support:** Send an email to support@meraki.com and instantly create a case.
- **Customer satisfaction:** Meraki aims to provide the highest quality support, and our customer satisfaction ratings show that we do.
- **Cases & SLAs:** You'll have a named support owner at all times with SLAs between 15 minutes to 1 business day.

Warranty

The Cisco Meraki warranty is here to ease your mind with industry-leading replacement policies.

- **24 x 7 support:** The Cisco Meraki Support team is available to assist you at any time.
- **Advance replacement:** Advance replacement orders will ship within 1 business day.
- **Free shipping & returns:** Meraki will pay for warranty replacement return shipments and shipping the replacement device.
- **Hardware warranties:** Each of our products are backed up by an industry-leading hardware warranty:
 - **MR indoor access points:** lifetime warranty
 - **MR outdoor access points:** 1-year warranty
 - **MS switches:** lifetime warranty
 - **MX security appliances:** lifetime warranty
 - **MV security cameras:** 3-year warranty
 - **MG cellular gateway:** lifetime warranty

Contact your Meraki rep for more info: meraki.cisco.com/contact