CISCO
DUO

Duo Quick Start

THE QUICKEST WAY TO GET STARTED WITH DUO

Our Duo Quick Start package is designed to help you get up and running with Duo fast. Our experts will work with you over a 90-day period to start you on the path to success with Duo. Duo Quick Start is the perfect solution for small and medium-sized businesses that are looking for expert advice to protect up to three applications and 1,500 users or fewer.

"

Duo's Customer Success team is always available and willing to go above and beyond to resolve any of our questions or concerns."

Nicholas Pelczar
Director of Information Security and Business Continuity
Stinson Leonard Street

BENEFITS

Faster Deployments

Duo Quick Start provides a team of trusted advisors equipped with best practices and resources to help you deploy a limited number of applications faster. Their expertise will speed up the implementation phase of your Duo deployment.

Access to Business & Technical Experts

A Customer Solution Engineer (CSE) and a Customer Success Manager (CSM) will guide you through the implementation of Duo. The CSE and CSM will consult with you remotely to gather your business and technical requirements. They will recommend a high-level architecture design to align with your needs and advise on a strategy for implementation, application configuration, security policy and user enrollment.

On the FastTrack

Having an airtight project plan is essential to a successful Duo rollout. As part of the Duo Quick Start program, you will receive our FastTrack project plan guide. Honed over hundreds of customer deployments, the FastTrack project planning guide will help ensure your deployment goes smoothly. Want to leverage your own project planning tool? That's great! We can work with that, too.

You'll receive:

+ A virtual kickoff meeting
+ Technical implementation working sessions
+ User enrollment strategy and planning
+ Application rollout planning
+ Security policy planning

		Basic Support	Solution Support	Duo Quick Start	Enhanced Support	Duo Care 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	Named Success Manager	–	–	**Included**	Included	Included
	Kick Off Meeting	–	–	**Included**	Included	Virtual
	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
	Priority Beta Access	–	–	**–**	–	Included

		Basic Support	Solution Support	Duo Quick Start	Enhanced Support	Duo Care Premium Support
Customer Profile	Applications to Protect	–	–	**Up to 3**	3 or more	5 or more
	Users to Protect	–	–	**500 - 1500**	1500+	2000+
	Deployment Timeline	–	–	**1 - 2 months**	1–2 months	4 or more months
	Editon Features	–	–	**Ess. and Adv.**	All	All
Duration	Term Lengths	Coterminous | 12+ months	Coterminous | 12+ months	**Fixed | 2–3 months**	Coterminous | 12+ months	Coterminous | 12+ months

Cisco Duo protects against breaches with a leading access management suite that provides strong multi-layered defenses and innovative capabilities that allow legitimate users in and keep bad actors out. As trusted partner, Duo quickly enables strong security while also improving user productivity.

Try it for free at **duo.com**.