



NEWS RELEASE

Cisco Simplifies Security for Managed Service Providers, Accelerating Their Hybrid Mesh Firewall Deployments and Business Growth

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News Summary:

- Cisco introduces foundational multi-customer management capabilities within Cisco Security Cloud Control, purpose-built for Managed Service Providers (MSPs).
- The innovation streamlines operations, significantly reduces costs, and accelerates time-to-value for MSPs to deliver advanced managed security services.
- MSPs can efficiently deploy and manage Cisco's Hybrid Mesh Firewall and other security services from a single platform, addressing the complexities of today's hyper-distributed, AI-driven threat landscape.

SAN DIEGO, Nov. 3, 2025 /PRNewswire/ -- **CISCO PARTNER SUMMIT** -- Cisco (NASDAQ: CSCO), the global leader in networking and security, today announced a significant platform advancement designed to empower Managed Service Providers (MSPs) to efficiently and profitably deliver security services. This innovation adds foundational multi-customer management capabilities within **Security Cloud Control**, Cisco's unified, AI-powered management platform.

This powerful console leverages advanced AIOps and AgenticOps to enable organizations to centrally manage a full suite of security solutions. This includes the Hybrid Mesh Firewall with AI Defense, and Secure Access, Cisco's advanced security service edge (SSE) offering. By unifying these capabilities within Security Cloud Control, Cisco is streamlining operations and paving the way for MSPs to overcome fragmentation, reduce operating costs, and achieve accelerated, sustainable growth.

"MSPs are on the front lines, helping businesses navigate the complexities of modern cybersecurity, especially as AI makes threats more sophisticated," said **Jeetu Patel, President and Chief Product Officer, Cisco**. "The new multi-customer management capabilities in Cisco Security Cloud Control, coupled with our Hybrid Mesh Firewall, are designed to eliminate operational friction, empower our partners to accelerate revenue growth, and ultimately deliver superior security outcomes for their

customers."

Unlocking Business Outcomes for MSPs with Hybrid Mesh Firewall and Security Cloud Control

Cisco's **Hybrid Mesh Firewall** is a distributed security solution optimized to block advanced threats, protect against vulnerabilities, including those in AI models, and enable zero-trust segmentation across data centers, clouds, and edge sites. It uses network and workload identities to create micro-perimeters, applying segmentation and AI-driven threat protection at the app edge and within workloads. This hyper-distributed security enables organizations to define policy and enforce it everywhere, across Cisco firewalls, Smart Switches, workload agents leveraging eBPF, and even third-party firewalls. Policies are managed centrally by Security Cloud Control, while telemetry integrates with Splunk.

Now with built-in support for managing multiple customers extended to Hybrid Mesh Firewall, MSPs can offer comprehensive, advanced security solutions to their clients with unprecedented efficiency and proven efficacy. These include the new Cisco Secure Firewall 200 Series, which delivers advanced on-box threat inspection and integrated SD-WAN for distributed branches at up to 3x price-performance, and the Cisco Secure Firewall 6100 Series, offering extremely high-performance density for AI-ready data centers. Cisco's latest firewall software, Secure Firewall Threat Defense 7.7, detected and stopped between 99.5% and 100% of threats in the most recent testing by [NetSecOPEN](#), a non-profit organization that develops open, standardized testing methods for network security products.

"Testing the Cisco Secure Firewall 1200 Series, we found remarkable stability and capability for the price," said **Dustin Grimmeissen, VP, Network & Security, AHEAD**. "This performance allows us to help clients modernize and simplify their security architecture all within budget."

Key capabilities within Security Cloud Control that drive outcomes for MSPs include:

- **Centralized Oversight and Management:** An intuitive Manager View provides a single pane of glass for navigating across managed entities, subscriptions, and access controls, reducing administrative overhead.
- **Multi-Org Management:** Streamlined customer onboarding and configuration at scale, complete with safeguards and clear permission structures, enabling faster time-to-market.
- **Granular Role-Based Access Control (RBAC):** Precise control over administrator access for managed customers, ensuring engineers and support staff have only the necessary permissions, strengthening governance and compliance.
- **Streamlined MSP Licensing & Management:** Simplified license allocation, tracking, and auditing across multiple customers, supporting models like multi-architecture Managed Services Enterprise Agreement (MSEA) and consumption-based Managed Services License Agreement (MSLA), increasing profitability.
- **Platform API:** A standardized gateway provides a consistent developer experience to automate customer onboarding and provisioning, while accelerating time-to-value.

Enhancing MSP Profitability and Efficiency

Security Cloud Control for MSPs helps accelerate Hybrid Mesh Firewall adoption to deliver smarter, centrally managed protection across all environments, enabling MSPs to achieve:

- **Faster Time-to-Market:** Stand up new customers quicker and bundle multi-product services from one platform, increasing win rates and expansion.
- **Lower Operational Costs:** Consolidate consoles and automate repeatable tasks to cut manual effort, errors, and operational overhead, significantly reducing the cost-to-serve.
- **Easier Upsell:** Leverage a holistic approach to win and grow with highly repeatable motions,

making it easier to expand offerings and increase customer lifetime value.

"Being able to log into a single dashboard, with robust role-based access control and being able to manage multiple customers from a single place is really going to reduce the workload for our teams," said **Gísli Helgason, Chief Technologist – Network & Security, CAE Technology Services Ltd.**

"The announcement on Security Cloud Control's new capabilities for managing multiple customers is going to be key for our business," said **Justin Rice, Chief Product & Technology Officer, CBTS.** "It gives us a single pane of glass to manage multi-customer environments, which is really a game changer for MSPs."

"We deal with 15-plus tools, platforms, and logins," said **Lucas Black, Cisco Security Services Architect, CDW Canada.** "Having a single view—that single platform Cisco Security Cloud Control—will give us the ability to have all of our customers' data in one spot, and all the products and subscriptions that they have easily available to our SOC and NOC analysts."

"Kyndryl welcomes the new multi-customer features Cisco is bringing to Security Cloud Control," said **Jeff Gatz, Vice President, Alliances, Kyndryl.** "These capabilities help us simplify commercial and operational processes while accelerating innovation for our customers."

MSPs interested in transforming their security service delivery and unlocking new levels of profitability are encouraged to connect with their Cisco representative to explore the new multi-customer management capabilities in Security Cloud Control, which are expected to be generally available in February 2026.

Additional Resources:

- Blog: [Cisco Security Cloud Control to Enable MSPs to Securely Onboard Customers](#)

About Cisco

Cisco (NASDAQ: CSCO) is the worldwide technology leader that is revolutionizing the way organizations connect and protect in the AI era. For more than 40 years, Cisco has securely connected the world. With its industry leading AI-powered solutions and services, Cisco enables its customers, partners and communities to unlock innovation, enhance productivity and strengthen digital resilience. With purpose at its core, Cisco remains committed to creating a more connected and inclusive future for all. Discover more on [The Newsroom](#) and follow us on X at [@Cisco](#).

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