



The bridge to possible

AIOps: The Next Evolution of IT Operations

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Cisco Webex App

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Use Cisco Webex App to chat with the speaker after the session

How

- 1 Find this session in the Cisco Live Mobile App
- 2 Click “Join the Discussion”
- 3 Install the Webex App or go directly to the Webex space
- 4 Enter messages/questions in the Webex space

Webex spaces will be moderated until February 24, 2023.





Agenda

- Introduction to AIOps
- Cisco AIOps strategy:
Enterprise Network Assurance for AIOps (ENAA) and Matrix
- Demo

Speaker introduction



John Monaghan

Technical Solutions
Architect



Antonella Pagano

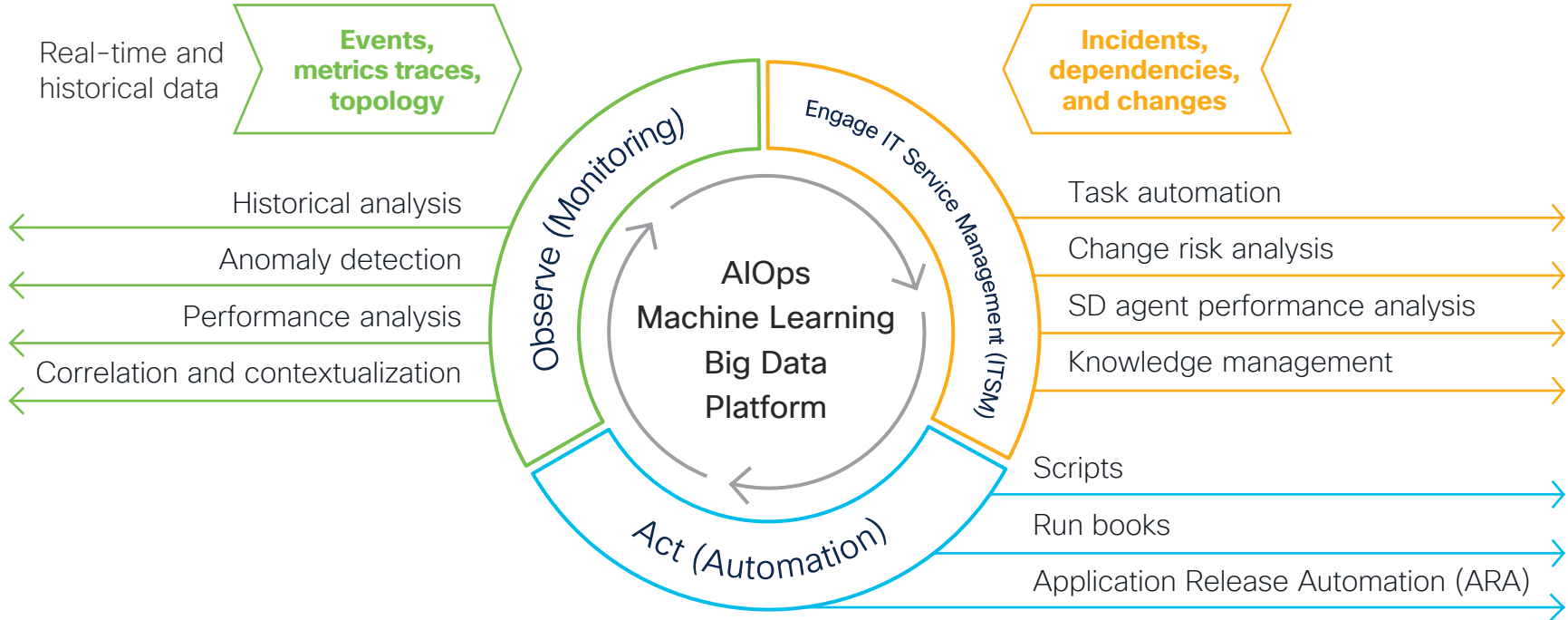
EN Sales Specialist

We work within the Cisco EMEA Enterprise Networking team, with a focus on Artificial Intelligence for IT Operations (AIOps), as this is the key Innovation area for Cisco and our partners.

With experience across the range of technologies in Enterprise Networks we help our customers and partners to understand the major benefits of this emerging trend and support them in defining their best strategy for the adoption of AIOps, as a Managed Service/Co-Managed Service or In-house with Cisco support.

What is AIOps?

A new category of IT operation tools



When to use AIOps?

A new category of IT operation tools

Incident management process

| | | |
|--------------------------------|---------|---------|
| Analyze millions of events | Hours | Seconds |
| Correlate millions of events | Hours | Seconds |
| Perform anomaly detection | Hours | Seconds |
| Detect repeat anomalies | Hours | Seconds |
| Create and update tickets | Minutes | Seconds |
| Troubleshoot tens of incidents | Minutes | Assist |
| Determine root cause(s) | Minutes | Assist |
| Restore | Minutes | Seconds |
| Learn from failure | Minutes | Seconds |

Let
humans
do more
of this

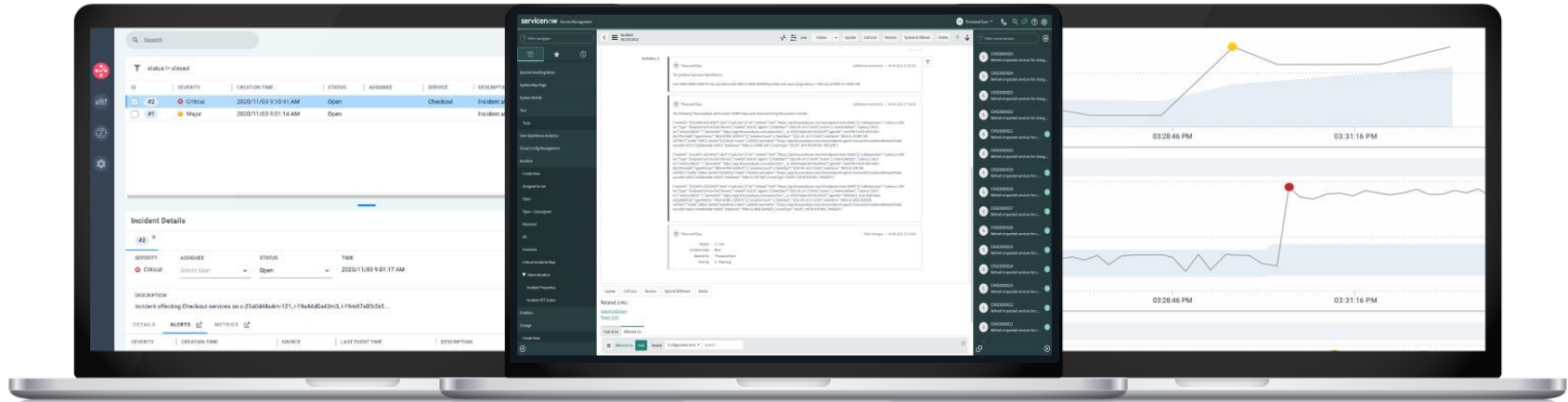
Let
algorithms
do more
of this

Features

Correlation

ITSM Integration

Anomaly Detection



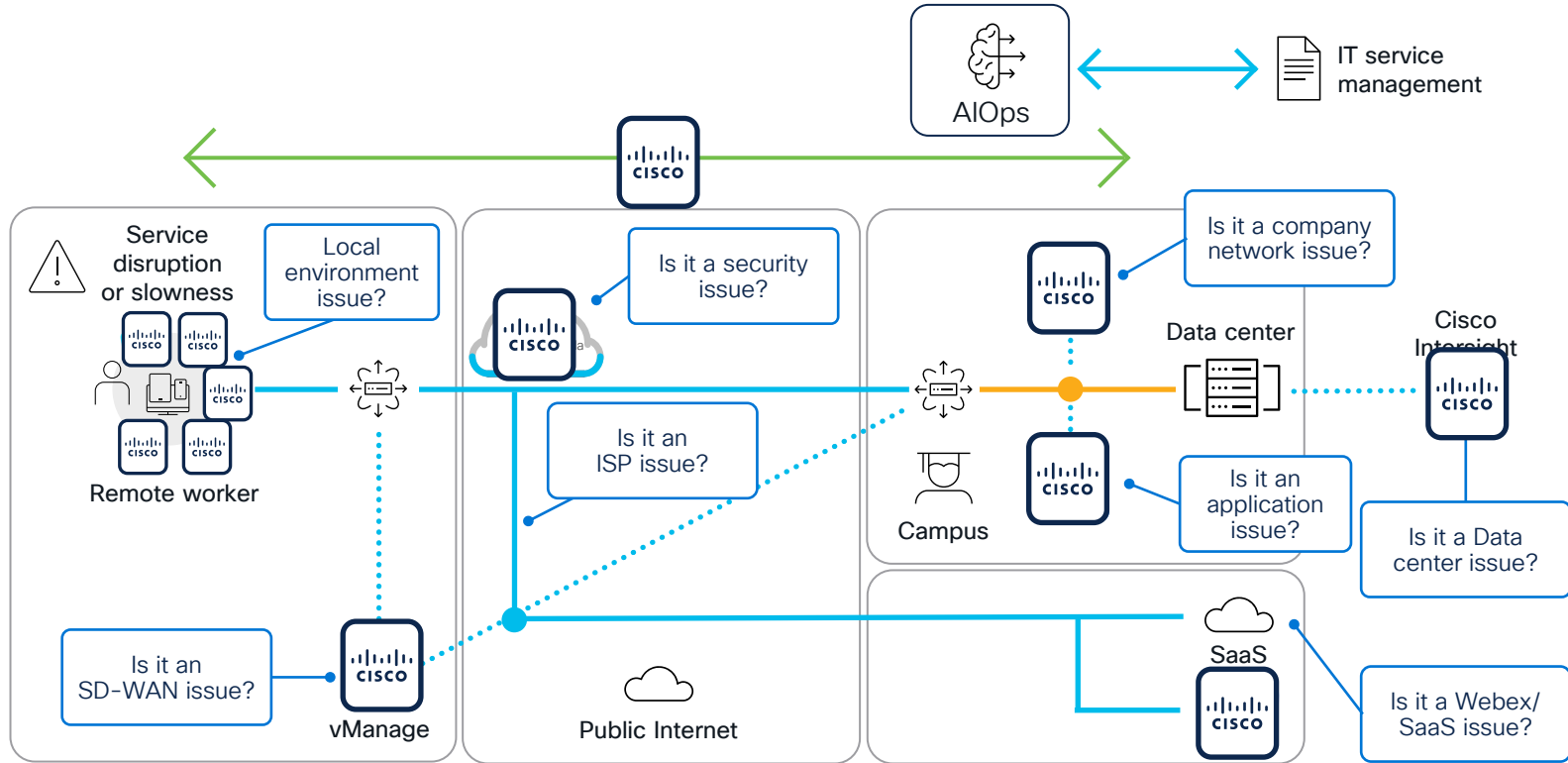
Making connections between data from multiple IT systems

Spotting the “needle in a haystack”

Cisco AIOps Strategy



Real life insights



Move towards automated fault management

What if you could speed your reaction time...



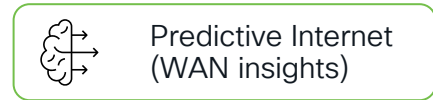
07:38:59

from hours...



00:08:26

to minutes...



00:00:00

to before it
even happens?

Enterprise Network Assurance for AIOps (ENAA)

Overview



Partner Managed Service based on AIOps –
launched July '22

Advanced incident management –
innovating and taming complexity

Available: demos, PoCs,
onboarding, training, commercials

Who

Partner IT operations and
Managed services team



What

- Cisco® platform telemetry + “BYO” AIOps
- An offer, methodology, and practice



Why

- Differentiation, partner opportunity, Cisco affinity
- Lifecycle adoption and renewals



New and upcoming developments

WAN insights



ThousandEyes



Cisco
MSLA
Uncommitted



ThousandEyes



Meraki MX



ThousandEyes

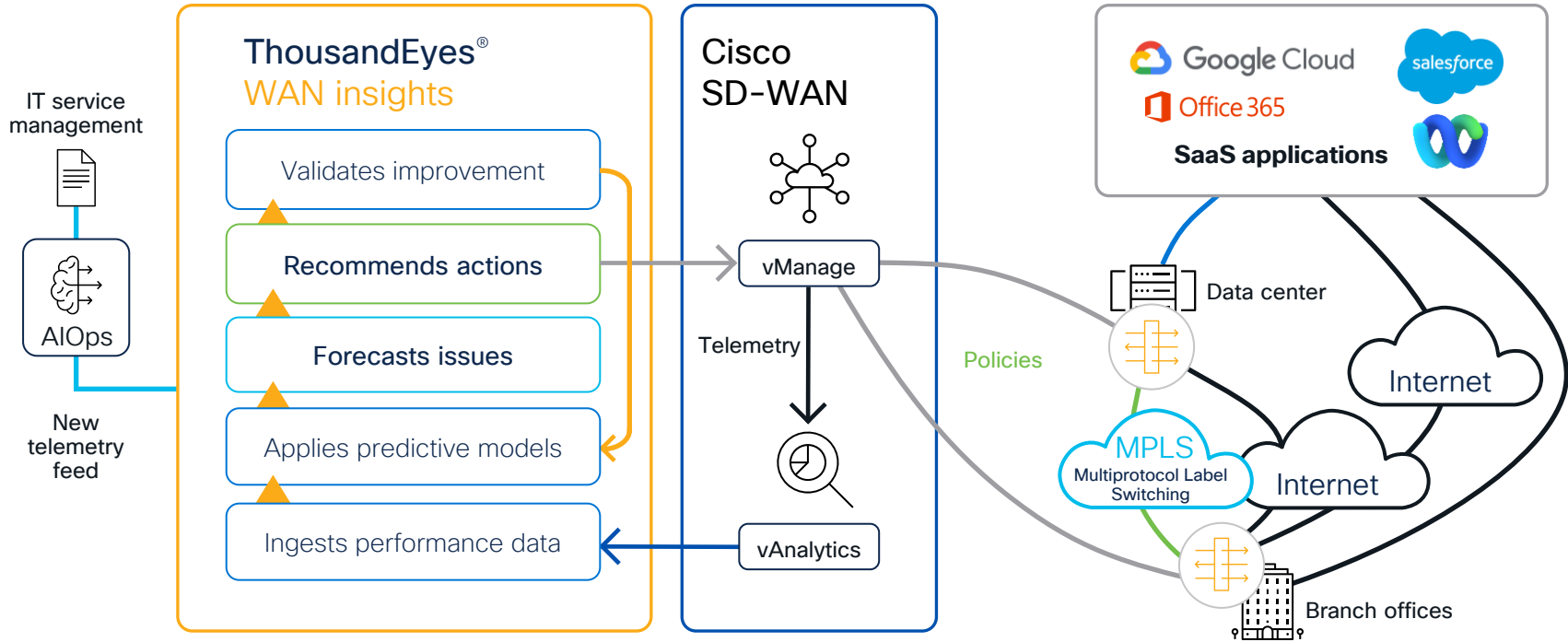


ENAA



Full-stack observability (FSO)

Predictive optimization with Cisco SD-WAN for improved user experience



Matrix



Matrix: Network wide visibility solution



1

Cloud hosted

2

Air gapped



Comprehensive dashboards



Diagnostic insights



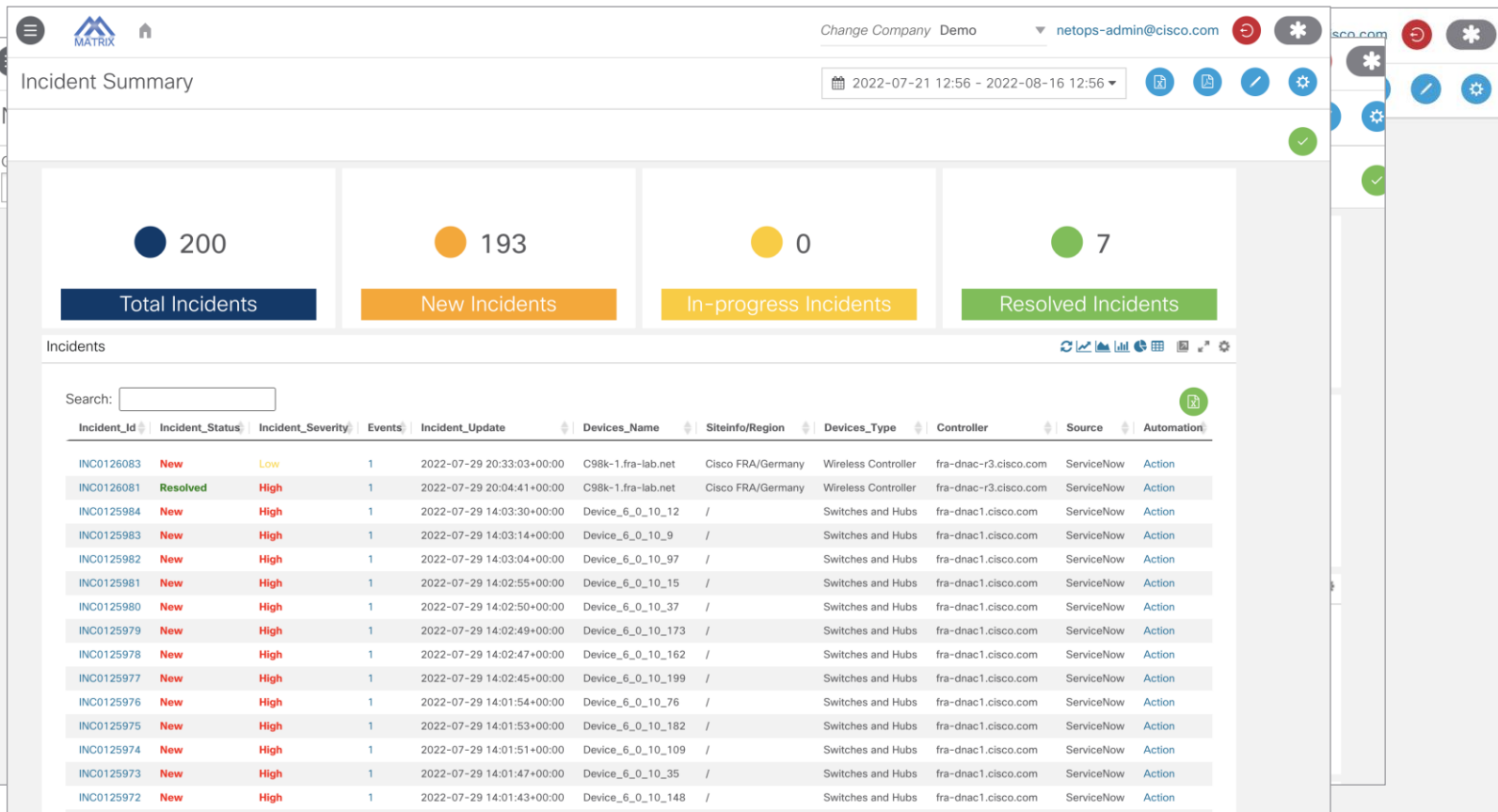
Long-term trends and reports



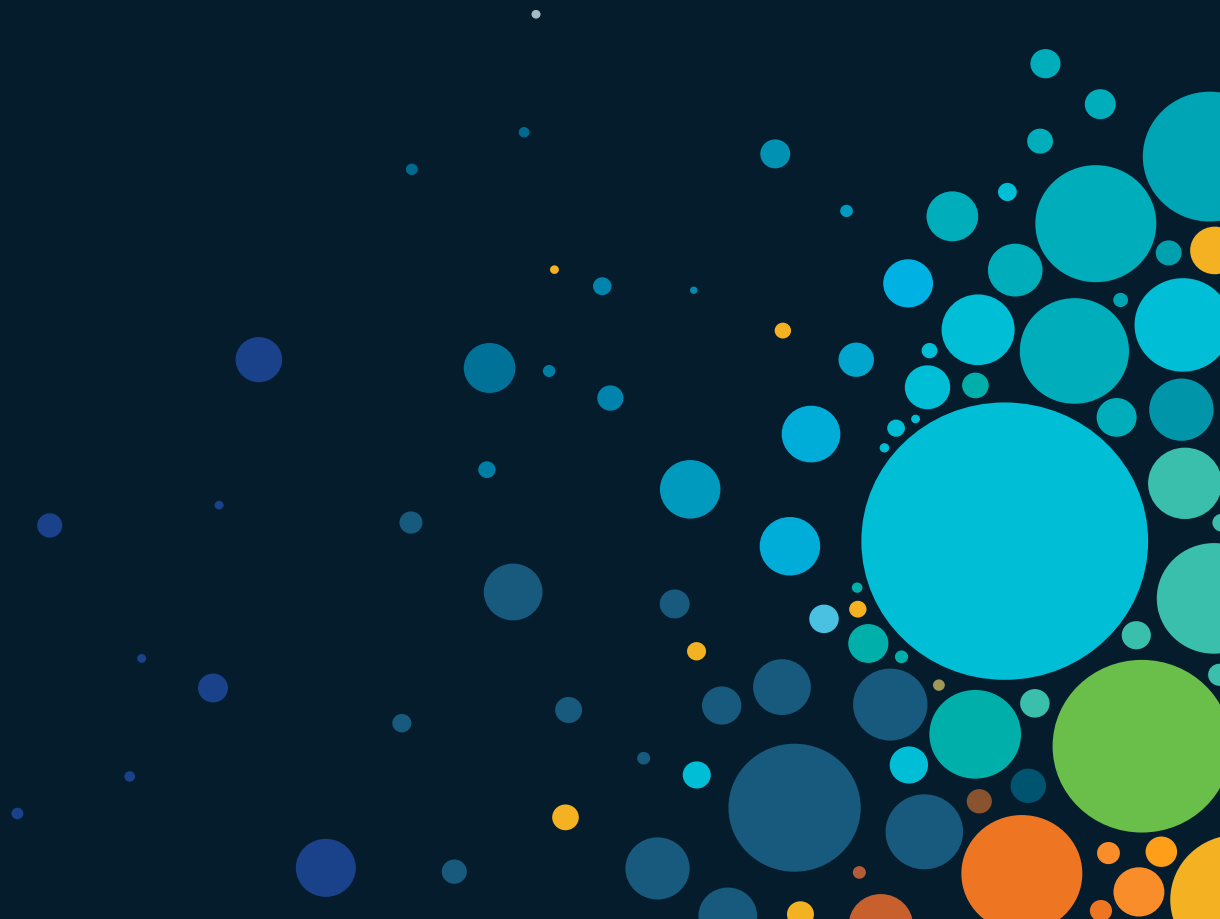
Automated audits



Expert-led insights



Demo



AIOps options from Cisco



- 1 Managed/Co-managed service ✓
- 2 Cisco CX (Matrix) ✓
- 3 In-house with Cisco® support ✓

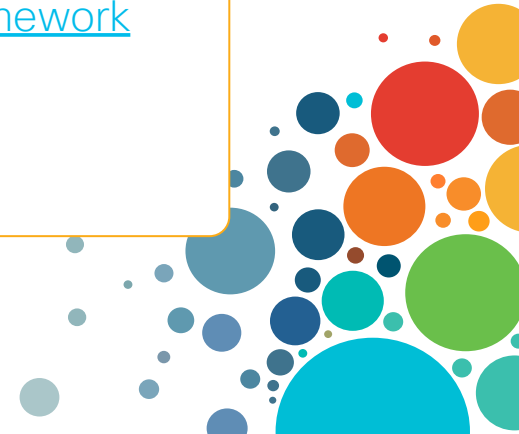
Resources



[Explore Enterprise Network Assurance for AIOps resources](#)

[Use the Cisco Provider Program Service Creation Framework](#)

Contact your PAM or Cisco representative



Next steps

Want to learn more?

Visit our partner managed services booth (E06) in the World of Solutions



Ready to get started or have additional questions?

Reach out to us at
PartnerManagedServices@cisco.com

Attend our other sessions at Cisco Live Amsterdam!

Mon. 6th Feb
14:20 - 14:50

Successful Managed
Campus in the New
Hybrid World

Tue. 7th Feb
13:00 - 13:30

The Journey into the
Next Artificial
Intelligence for IT
Operations (AIOps)

Wed. 8th Feb
9:40 - 10:10

**Making Hybrid
Work...Work:** Learn
How Managed Services
Make it Easier to
Optimize the Hybrid
Work Environment

Thur. 9th Feb
14:15 - 15:15

Cisco Sovereign Cloud

Thur. 9th Feb
16:00 - 16:30

Elevate your Managed
Services Practices with
the Fast and Furious
Velocity Managed
Services Offers from
Cisco (For SPs)

Fri 10th Feb
11:00 - 12:00

How to Supercharge
your Next-Gen Network
with AIOps and
Managed Services

Complete your Session Survey

- Please complete your session survey after each session. Your feedback is important.
- All surveys can be taken in the Cisco Events Mobile App or by logging in to the Session Catalog and clicking the "Attendee Dashboard" at <https://www.ciscolive.com/emea/learn/sessions/session-catalog.html>



Continue Your Education



Visit the Cisco Showcase for related demos.



Book your one-on-one Meet the Engineer meeting.



Attend any of the related sessions at the DevNet, Capture the Flag, and Walk-in Labs zones.



Visit the On-Demand Library for more sessions at ciscolive.com/on-demand.



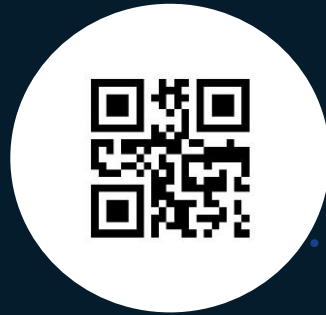
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ALL IN