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The bridge to possible

Maximize Your Return on Assets: Your Workforce and Time

Cisco Success Tracks, powered by CX Cloud

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Matt Lewis, Director, CX Product Management, Cisco Success Tracks

PSOCX-2004

Cisco Webex App

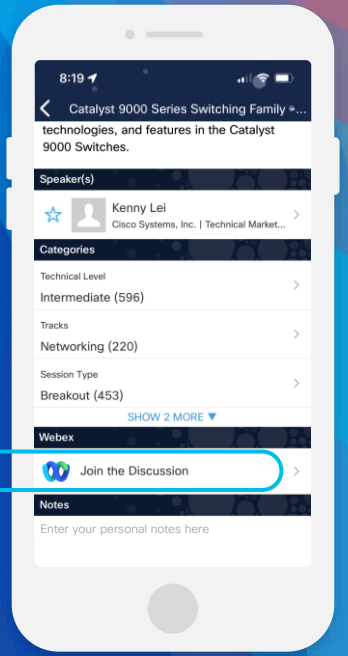
Questions?

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 by the speaker until June 9, 2023.



https://ciscolive.ciscoevents.com/ciscolivebot/#PSOCX-2004

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Agenda

- Expectations
- The way you work reimagined
- Cisco Success Tracks
- CX Cloud demo
- Conclusion

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Expectations

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What are you up against?

- Error-prone manual asset tracking
- Excel sheet software conformance jockeying
- Fragmented risk-management

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What if you could spend less time...

- Manually manage assets and licenses
- Sift through security advisories
- Identify what software and when to update to?
- Detect critical faults to maintain compliance

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Reimagining the way, you work

- Optimize for speed, efficiency, and risk mitigation
- Upskill team to boost productivity and effectiveness
- Spend more time focused on driving innovation

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Digital-first approach, backed by experts

Digital insights and expertise

Actionable telemetry, AI/ML, and automation to deliver predictive insights

Expert knowledge from managing over 50M network devices

All delivered via Success Tracks, powered by CX Cloud

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Cisco Success Tracks

With you wherever you are on your journey

Guided customer journey

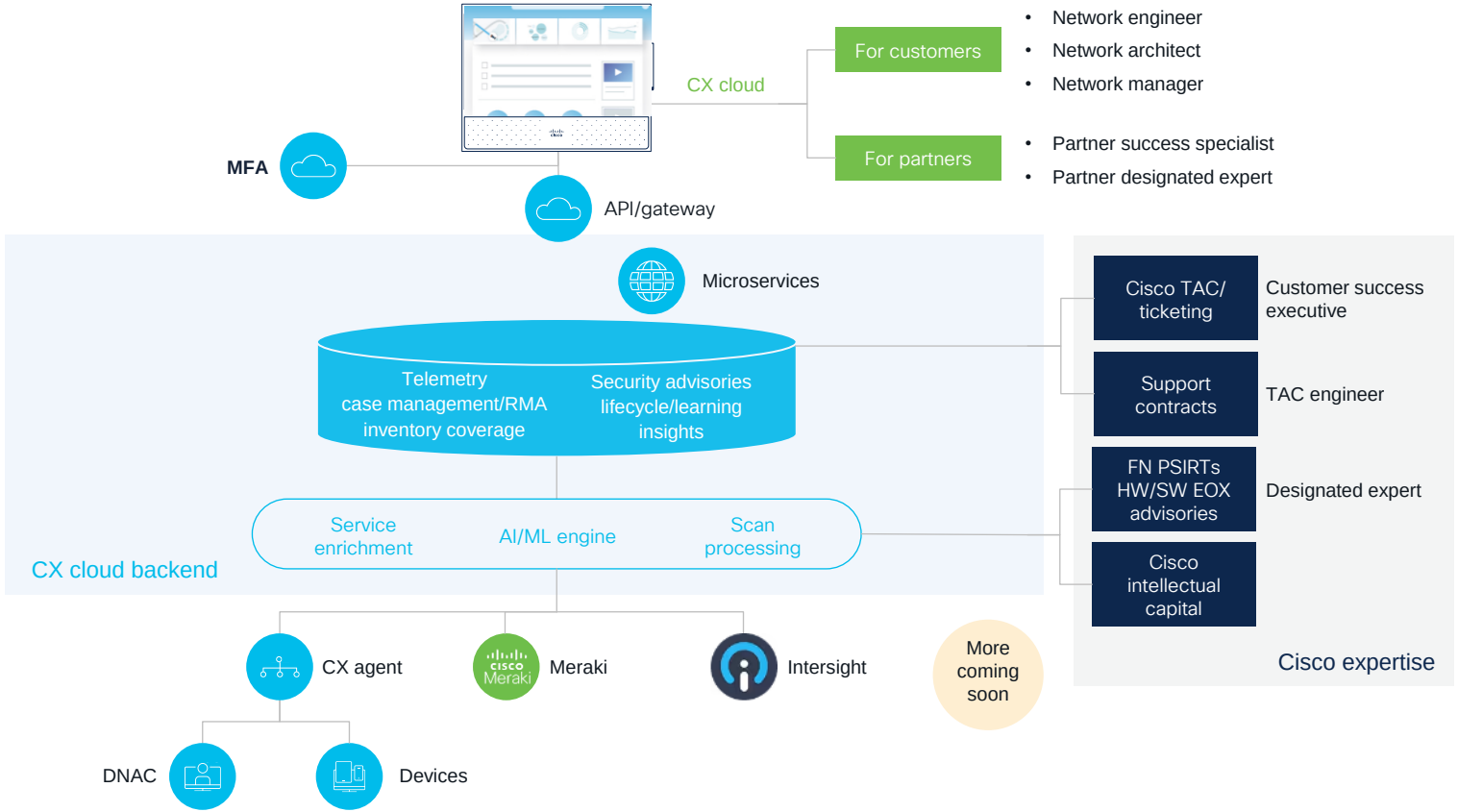
Expert Resources	Trusted Support	Insights and Analytics	Contextual Learning
Quickly transform with expert guidance	Resolve complex issues with solution support	Minimize risk and simplify operations with AI/ML	Empower teams with tailored knowledge and expertise

CX Cloud

Unified digital experience

CX Cloud: unifying the customer experience

CX cloud architecture



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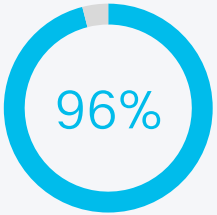
CX Cloud demo

Success Tracks manages and secures IT more efficiently

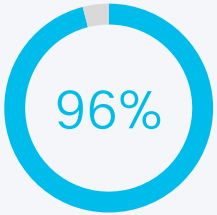
Asset lifecycle management



Improved asset lifecycle management efficiency

Forrester TEI Study

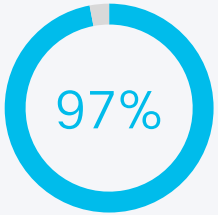
Advisories and insights



Time to manage vulnerabilities reduced from 2 weeks to 3 hours

Choctaw Nation

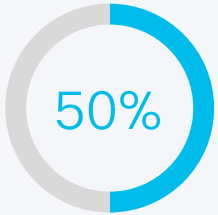
Software version optimization



Reduced time for OS upgrades from 6 months (180 day) to 5 days

DENSO Corporation

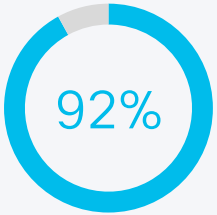
Proactive insights and inquiries



Accelerated time to remediate problems

LTI Limited

Software updates



Effort reduction for software upgrades and 59%-time savings

Cisco IT

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“With Success Tracks, we’ve been able to be more proactive in managing and securing our network which allows us to deliver highest level of services innovation to our customers.”

—Gustavo Fernandez, Gerente de tecnologia y operaciones
Aerolineas Argentinas

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We’re with you at every step

Optimize
for speed, efficiency, and risk mitigation

Upskill
for improved productivity and effectiveness

Spend more time focused on driving innovation

Maximize value of your most critical assets: Your workforce.

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Attendees who fill out a minimum of four session surveys and the overall event survey will get **Cisco Live-branded socks** (while supplies last)!

Attendees will also earn 100 points in the **Cisco Live Challenge** for every survey completed.

These points help you get on the leaderboard and increase your chances of winning daily and grand prizes

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Continue the Conversation with Cisco Customer Experience

VISIT:

1. Visit the **Cisco Customer Experience Booth (#3310)** in the WoS for Lightning Talks, Workshops, and Demos
2. Enter the **Next stop, the future** sweepstakes**!**
3. Visit **CX at Cisco Live** website

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Next stop, the future.

Jump your way to insights, knowledge, and fun and earn an entry into our sweepstakes.

1. **Join** the Cisco Live WIFI network
2. **Scan** this QR code to get started
3. **Explore** Cisco Live for more CX QR codes
4. **Enter** to win a travel prize package and a Cisco U. subscription! (A value of $6,800 USD)

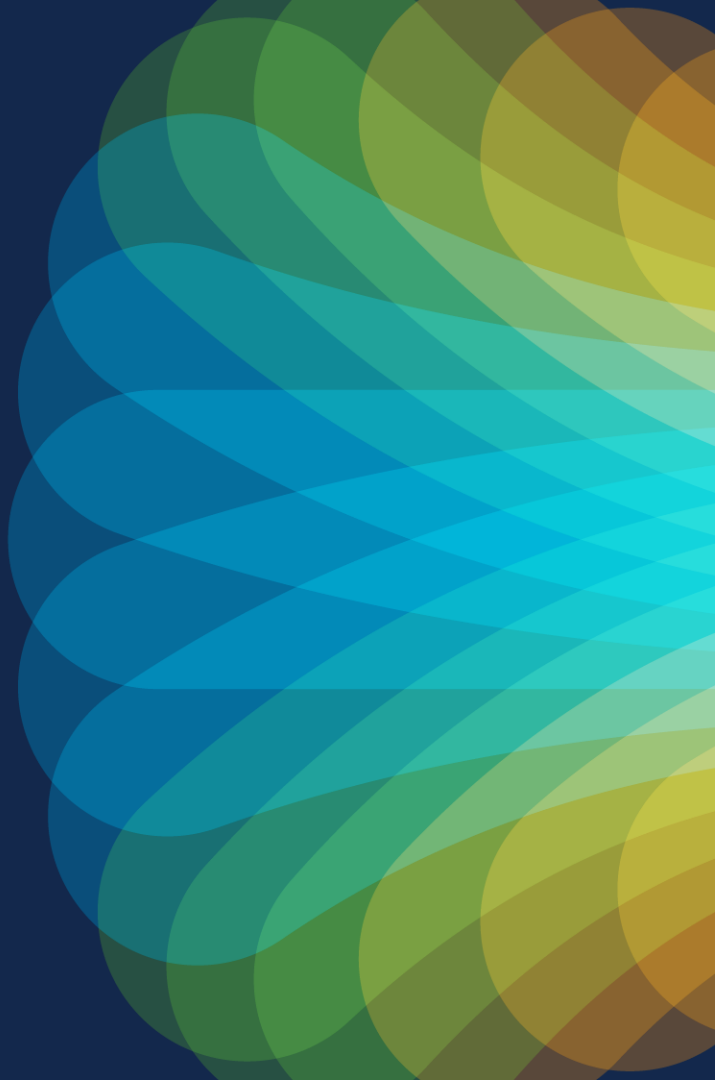
Deadline to enter the drawing is Thursday, June 8, 2023 at 11:00am PDT

Official Rules:

- (1) travel prize package and a Cisco U. subscription will be given away.
- Drawing to take place Thursday, June 8 at 12:30pm PDT in the CX Theater in booth #3310 in the World of Solutions.
- Winners must be present to win, at the time of drawing.
- Winners must claim their prize immediately after the winners are announced.

The bridge to possible

Thank you



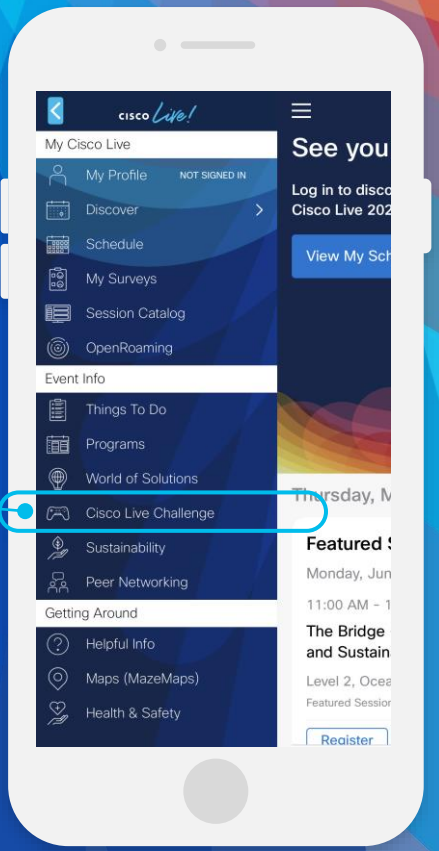
Cisco Live
Challenge

Gamify your Cisco Live experience!

Get points for attending this session!

How:

1. Open the Cisco Events App.
2. Click on 'Cisco Live Challenge' in the side menu.
3. Click on View Your Badges at the top.
4. Click the + at the bottom of the screen and scan the QR code:



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