CISCO Live!

Let's go

#CiscoLive

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 speakers until June 9, 2023.

cisco Live!
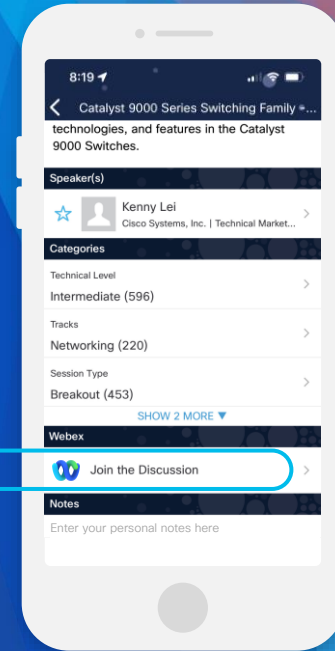
Agenda

- Introductions
- Portal Puzzle
- CX Cloud
- Key Performance Indicators
- Demo
- Call to Action

Introductions

Eli Gelber

Cisco Systems Architect

Efland, North Carolina

15 years at Cisco

Married 20 years
September 2023

HILLTOP HOUNDS

Old North State Jam

Jason Smith
Wake Forest University Network Architect

23 Years at Wake Forest University

Pfafftown, North Carolina
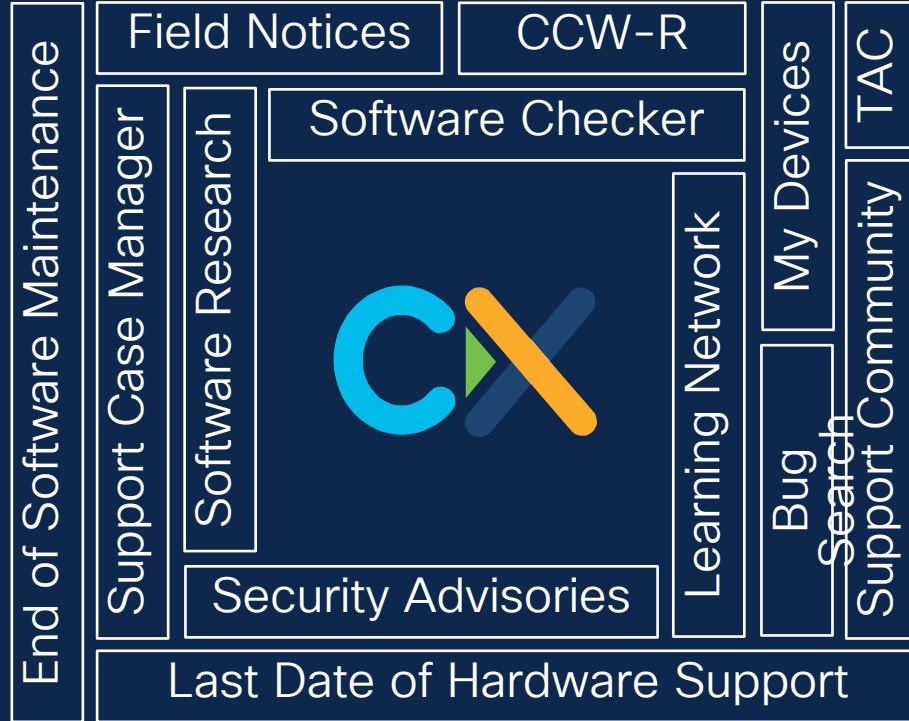
Married 22 years May 2023

Appalachian State
UNC Asheville

Portal Puzzle

Portal Puzzle

CX Cloud

CX Cloud: *The Why*
The New Digital Gateway to Cisco

- Transition from reactive to proactive

- Focus less on Network maintenance

- Focus more on Network Architectures

- Top Business Outcomes

  - Time Savings

  - Cost Savings

  - Risk Reduction

  - Employee Satisfaction
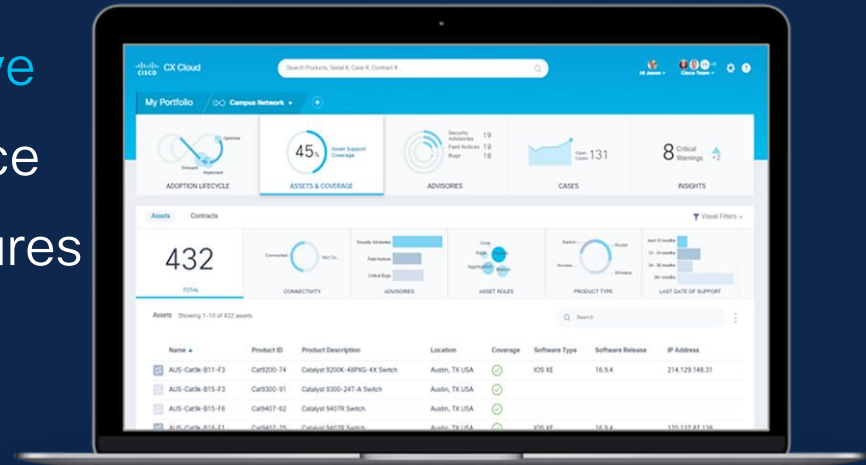
CX Cloud: *The How*
CX Cloud agent setup process

1 VM Setup

60 minutes

2 CX Cloud Agent Download

15-20 minutes

3 Install CX Cloud Agent

30-60 minutes

4 Agent Configuration

15 minutes

5 Enhanced Asset Views

10 minutes

6 Inventory Synchronization

60-75 minutes
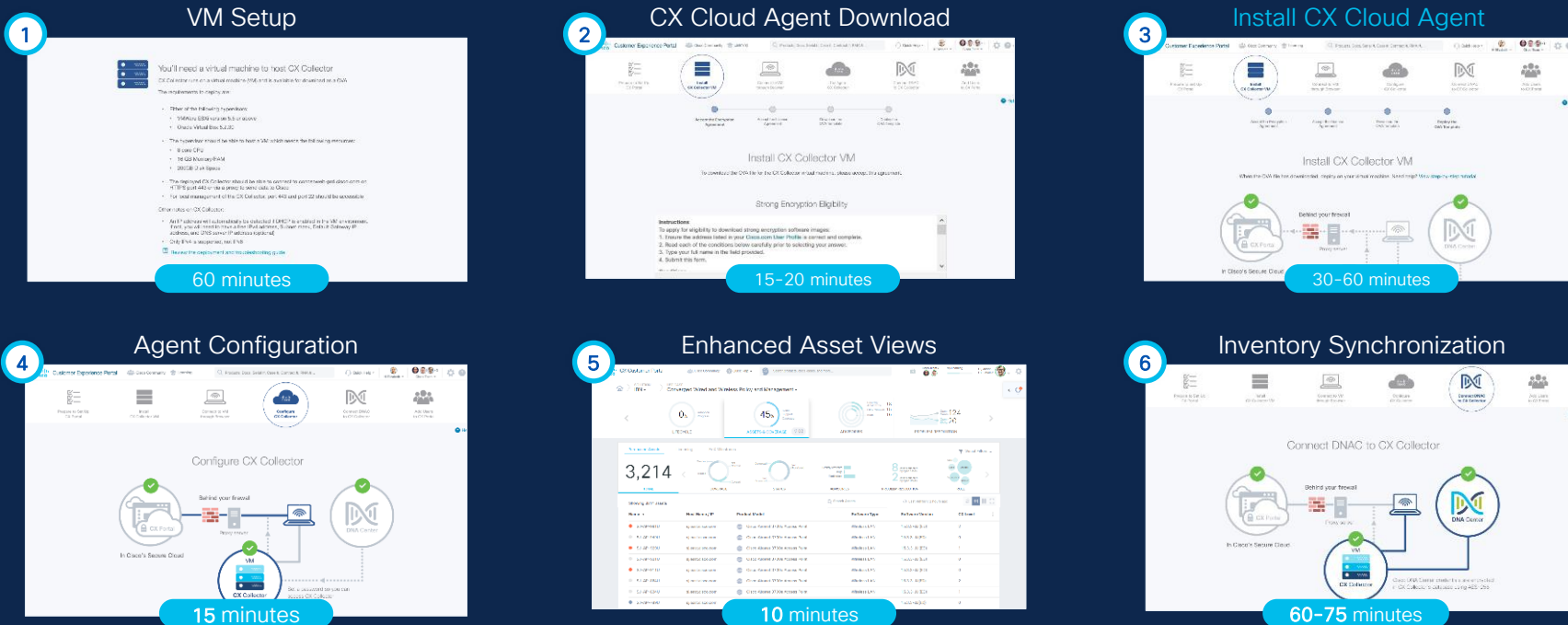
Total setup time: Approximately 1 hour

Without Telemetry

With CX Cloud Telemetry

Without Telemetry

ADVISORIES
- Security Advisories: 0
- Field Notices: 0
- Priority Bugs: 0

INSIGHTS
- Software: 0
- Compliance: 0
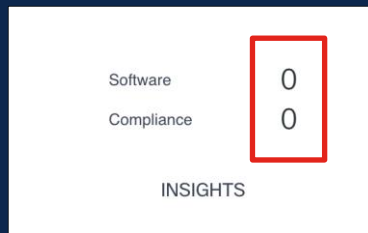
Name	Product ID	Product Description	Critical Security Advisories ▾	Location
Q3AL-ZR5R-C5JG	MR44-HW	Meraki MR44 WiFi 6 Indoor AP	–	

Software Type ❓	Software Release ❓	IP Address ❓	Last Scan	Serial Number	Advisories
–	–	–	Never		–

With CX Cloud Telemetry

ADVISORIES
- Security Advisories: 69
- Field Notices: 4
- Priority Bugs: 34

INSIGHTS
- Software: 17
- Crash Risk: 301
- Faults: 4
- Compliance: 125

Name	Product ID	Product Description	Critical Security Advisories ▾	Location
Device_65_18_2_96	C9500-40X	Catalyst 9500 40-port 10Gig switch, Baseboard	● 2	SANTA CLARA,CA,USA

Software Type ❓	Software Release ❓	IP Address ❓	Last Scan	Serial Number	Advisories
IOS-XE	16.9.3	65.18.2.96	12 hours ago		● 43

Title	Case Automation	Severity	Category	Open Cases	Affected Assets
Process restarted too many times	Enabled	● Critical	CPU-Memory	–	1 ▲

□ *Based on Success Tracks-covered devices*   □ *Available for all connected assets (via DNAC)*

CX Cloud Telemetry Summary
Data Collection

Architecture	Controller	Telemetry Connection	Telemetry Flow
Campus Network	Catalyst Center (on-premise)	CX Cloud Agent (on-premise)	Catalyst Center -> Agent -> CX Cloud
Data Center Network	APIC (on-premise)	Intersight	APIC or Nexus Dashboard -> Intersight -> CX Cloud
Data Center Compute	n/a	Intersight	FI (UCS Manager or Intersight Mode) -> Intersight -> CX Cloud
Meraki	n/a	Meraki	Meraki Dashboard -> CX Cloud

CX Cloud Core Capabilities
Campus Network

Lifecycle
- Adoption tracking
- Product documentation
- Ask the Experts
- Accelerators
- E-learning courses
- Practice labs / certification prep
- Community discussions

Assets
- All assets listing
- Asset 360
- Coverage details
- Contract information
- Case open

Cases
- Case listing and filters
- Case management
- Rapid problem resolution
- Support metrics

Advisories
- Security advisories
- Field notices
- Priority bugs
- Tailored to the customer

Insights
- Software recommendations
- Risk mitigation
- Fault management
- Regulatory compliance

Admin
- Access policies
- Asset groups
- Collection setup
- Insights settings
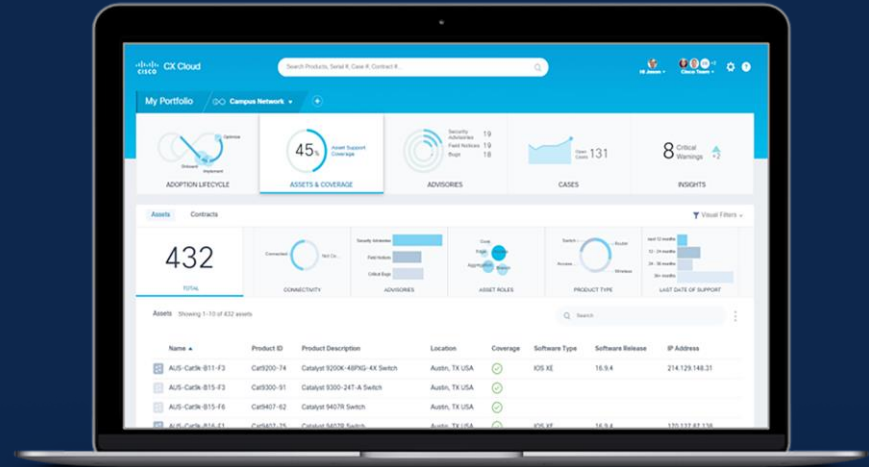- CX Cloud Agent status

AI/ML

Actionable telemetry

Key Performance Indicators

Wake Forest University
CX Cloud Portal Use Cases

- Management of:
  - Hardware Assets
  - Software Assets
  - Support Contracts
  - TAC Cases

Wake Forest University
CX Cloud KPIs

Use Case	Description	# of People	# of Times per Year	Hours before CX	Hours with CX	Total Hours per Year before CX	Total Hours per Year after CX	Times Faster with CX
Contract Renewal Management	Review expiring contracts and plan for renewals	1	1	20	2	20	2	10x
TAC Case Management	Submit P3 TAC cases and review support metrics	5	50	0.17 (10 min)	0.03 (2 min)	42.5	7.5	5.7x
SW Code Management	Review optimal version recommendations and plan for upgrades	1	5	30	8	150	40	3.8x
Total				26.17	4.03	212.5	49.5	4.3x

"CX Cloud has definitely improved our responsiveness and decisiveness regarding our Cisco architecture."

Jason Smith, Network Architect

Wake Forest University

Demo

cx.cisco.com

Call to Action

Call to Action

Solve the Portal Puzzle and invest in Customer Experience Support

CX Cloud
Success Tracks Overview

	L0 Basic Asset and Lifecycle	L1 Show Me Includes level 0	L2 Guide Me Includes level 1
Expert Resources	Cisco® Community Success Tips	Advanced Lifecycle View Success Tracks Communities Ask The Experts	Accelerators
Trusted Support-Hardware	Warranty	Solution Support (30 min critical response) 24x7x4hr RMA*	Solution Support (30 min critical response) 24x7x4hr RMA*
Trusted Support-Software	Embedded Online Support	24x7 Support (1-hr critical response)	Solution Support (30 min critical response)
Insights & Analytics	Product Telemetry & APIs	Adoption View Assets & License View Rapid Problem Resolution Personalized Exposure Checks Case Management	Case Management KPIs Proactive Notifications Optimal SW Versions Automated Fault Mgmt. Regulatory Compliance Checks Risk Mitigation Checks
Contextual Learning	Product Documentation & Videos	e-Learning	Remote practice labs Certification prep
Additional Services	Advanced Services | Live Training | Certification Testing		

Available Success Tracks: Campus Network   Data Center Network   Data Center Compute   ISO   Hybrid Cloud

Fill out your session surveys!

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 Game** for every survey completed.

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

Continue your education

- Visit the Cisco Showcase for related demos

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

- Attend the interactive education with DevNet, Capture the Flag, and Walk-in Labs

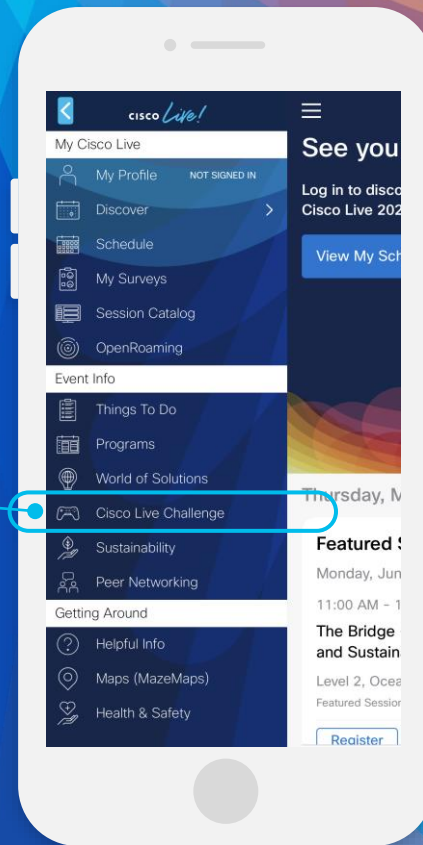- Visit the On-Demand Library for more sessions at www.CiscoLive.com/on-demand

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:

CISCO *Live!* Let's go