



Managed Service Operations

Outcome Approach to Managed Services Across Multiple Domains

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BRKEMT-2037







Agenda

- The Outcome Focus to Managed Services
- What is Managing Outcomes?
- Defining The Customer Service Outcome
- MSX Service Consumption Journey
- Live Demonstration!



Today Customers are Focused on Outcomes



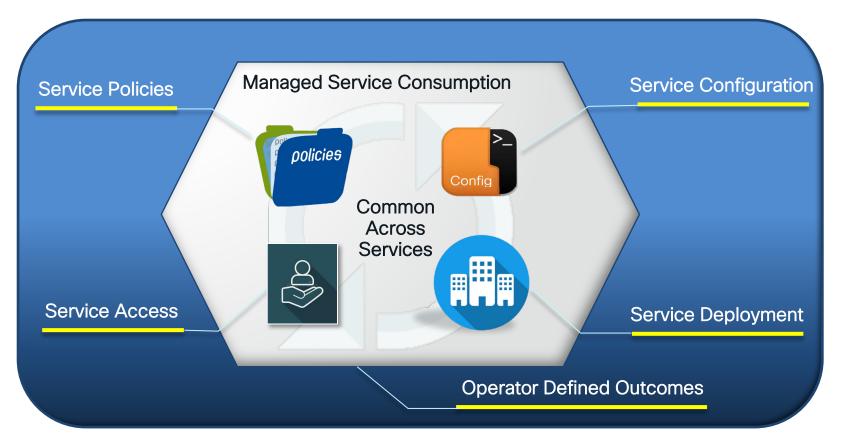


Managing Outcomes

 Customers are more focused on how outcomes are consumed than ever before...(Boston Consulting Group, 2020)

- Pandemic Environment has accelerated the need for new services.
- Services must deliver on specific outcome needs.
- The services must have flexibility in how they are deployed.
- Service Operators use that Flexibility to define managed outcomes specific to their customers.

Service Operator Shapes Service Consumption





MSX Delivers many Managed Services

MSX has a Broad Portfolio of Services and Outcomes Available to the Consumer

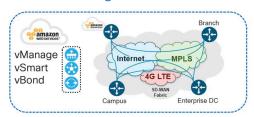
Meraki

Multi-tenant Security, Wireless, SD-WAN



Viptela SD-WAN

Multi-tenant Managed SD-WAN and Security



Enterprise Access

Multi-tenant LAN, Wireless, WAN Services



Software Define Network

x86 Devices, VNF Service Chains, Cisco and 3rd Party



Managed Devices/Security

Physical Devices and VNFs, Network and Security, Cisco and 3rd Party Devices







ISE with NAC

Network Access Capabilities Through Hosted ISE Deployment









Guest Access

subnet. Simplify role ased access control



Delivering a Common Consumption Model



Viptela

Multi-tenant Managed SD-WAN. Control Plane creation, ZTP, Application & Path Preferences, Intelligent Device & Feature Templates

Meraki

Multi-tenant Security, Wireless, SD-WAN. Cloning, Blueprints, Templates, and traffic policy support.



hypervisors.

Looking at the Service Consumption Journey

Service Monitoring

MSX Service Dashboards provide status and availability to both the Operator and Customer. MSX notification service can alert to external systems as needed.

Service Configuration –

The Customer can change configuration & policies using MSX service definitions provided by Service Operator. Tools are available to the customer to create new policies & configs.

Service Order

Customer subscribes to Service and begins the automated orchestration and fulfillment process in MSX.

Account Creation

Service Operator creates the Tenant and Users. MSX RBAC settings determine what services and operations the user can access.

-Service Policies

Service Operator defines the service policies and configurations. This is achieved by assigning Service Templates to the Customer Tenant accounts.

Deploy to Service Catalog

Service Operator rolls out services to the MSX Service Catalog. RBACs determine the visibility of the services to the Customer accounts.



Outcome is based on the Relationship between Operator and Customers.



Let's Take a Look!! Live System Demo



Much More Information Available

- MSX Product and Data Sheets
 - www.cisco.com/go/msx
- Video on Demand
 - https://www.ciscolive.com/global/featured-on-demand.html
- MSX YouTube Channel
 - https://cs.co/msx-voutube





Thank you





