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Making Hybrid Work…Work:

Learn How Managed Services Make it Easier to Optimize the Hybrid Work Environment

Vijayanand CD (VCD), Technical Solutions Architect

Cisco Live!

PSOMS-1902

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Agenda

- Tools

- Hybrid Work

- Managed Services

- What and When to adopt Managed Services

- Next Steps

Speaker Introduction

Vijayanand CD (VCD)

Technical Solutions Architect

A student with 20 years of industry experience

- 16 years with Cisco and four years with Cisco® partners

- Held various roles at Cisco:
  - Network Consulting Engineer
  - On Site Engineer
  - Focal Engineer
  - Technical Leader
  - Consulting System Engineer
  - Technical Solutions Architect

- Dual CCIE # 20769 (Routing and Switching | Datacenter)

- MSc in Mobile Communication and Internet Technologies

- MSc in Software and Systems Security

Tools

Will tools help to increase productivity?

Stone age → Iron age → IT age
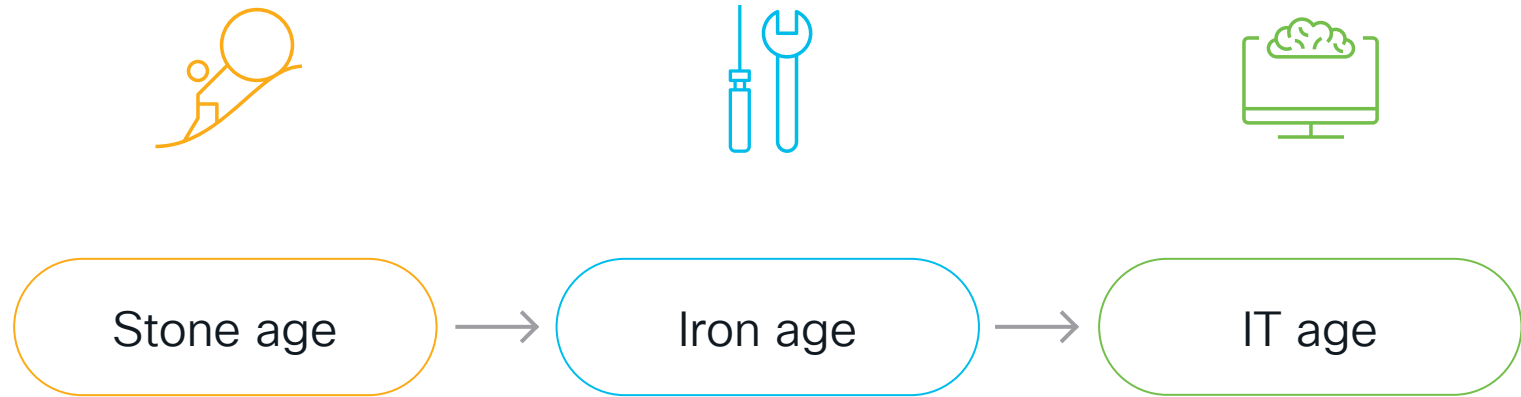
In-house IT teams use different tools to run, maintain, and support the business

Run
Example: Monitoring tools

Maintain
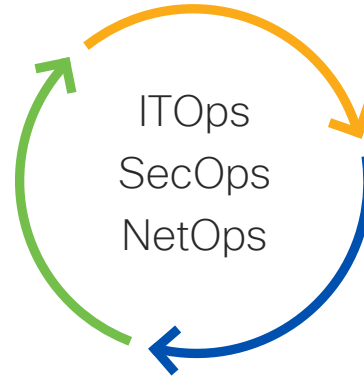Example: Configuration management tools

Support
Example: Incidence and ticket management tools

ITOps
SecOps
NetOps

Data center

WAN

Cloud

Security

LAN

On average, 45 different security tools are deployed in an organization[1]

In addition, ITOps, SecOps, and NetOps tools like IT Service Management (ITSM), Application Performance Monitoring (APM), and IT infrastructure monitoring are deployed.

[1] https://newsroom.ibm.com/2020-06-30-IBM-Study-Security-Response-Planning-on-the-Rise-But-Containing-Attacks-Remains-an-Issue

"*A good tool improves the way you work. A great tool improves the way you think.*"

Jeff Duntemann

Hybrid work

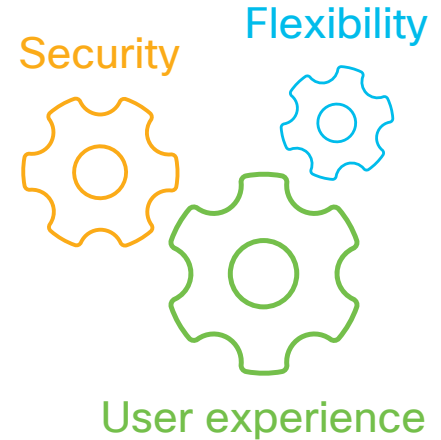Seamless experience for *your team at home, in the office, or anywhere*

> **Is a hybrid worker the same as a traditional remoter worker?**
>
> Traditional remoter worker
>
> **versus**
>
> Hybrid worker
>
> The main differences between them are the *number of employees* entitled to work remotely and the *types of resources* they can access remotely.

Security

Flexibility

User experience

Hybrid work – Contribution to the IT Team
(Challenges)

⚠ **Increasing attack surfaces** with Bring Your Own Device (BYOD) and mobile workers

🪲 Surge in the number of **Common Vulnerabilities and Exposures** (CVE)

🎧 Shift towards **remote IT** and Security Operations (SecOps)

🖥 Optimal allocation of **IT resources**

Does your team need additional tool(s) to manage the hybrid work challenge ?

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Tools fatigue

A needle in a haystack

High priority information may get lost in a sea of updates[1]

Information trapped in each tool

Switching between multiple tool consumes too much time[2]

59 min / day

Spent on finding the right information from different tools (applications)[1]

[1] Study Report – Workgeist Report 21. Cornell University with IDEA Lab for Qatalog Ltd

[2] https://hbr.org/2021/10/does-your-team-really-need-another-digital-tool?

Avoid tools fatigue and optimize IT operations

Adding resources?
(May increases cost)
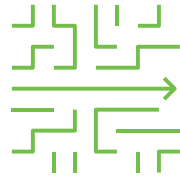
Adding more tools?
(May increases complexity)

It is time to
draw the line?

Where do we
draw the line?

Managed Services three main functional areas

Delivery platforms
(SaaS, Cloud, and locally Hosted)

Technology maintenance
(Delivering content and maintaining technology)

Security operations
(Outcome-based delivery)

Delivery platform

Technology maintenance

Security operations
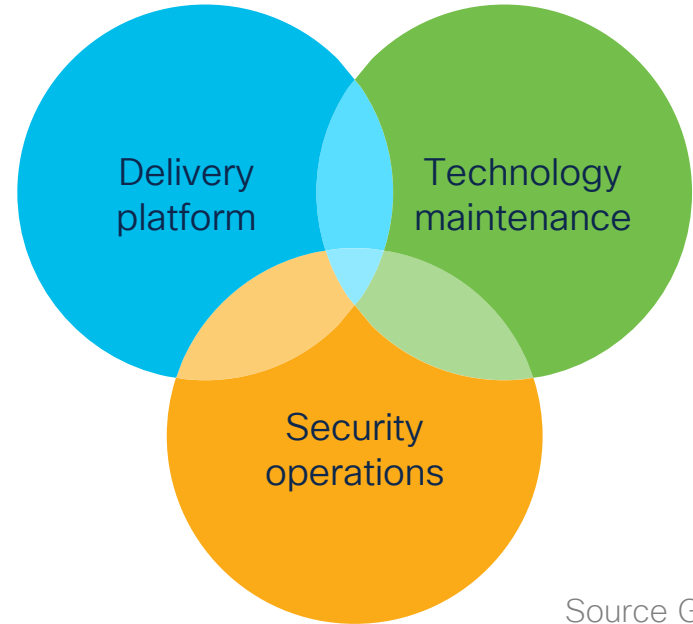
Source Gartner

How can Managed Services Help ?

Reduced Total Cost of Ownership (TCO)

Predictable IT budget

Increased support and availability (24x7x365)

Access to domain experts

Ability to focus on core business

What to move to Managed Services

What to move to Managed Services

BUSINESS INSIGHTS

SPECIALIZATION

NEED FOR A HIGH LEVEL
OF DOMAIN EXPERTS

ENDPOINT MANAGEMENT

HIGHLY REPETITIVE TASK

HIGHLY SKILLED

MONITORING

OUTCOME

SECOPS SERVICES

REGULATIONS SERVER
AND COMPLIANCE MANAGEMENT

MULTI-DOMAIN ARCHITECTURE

24/7 SERVICE DESK

CUTTING EDGE TECHNOLOGIES

TO REDUCE IT OPEX

MAXED OUT IN-HOUSE
IT RESOURCES

What to move to Managed Services – an Example
Mitigating business risk!!

⚠️ Perform a threat analysis and risk assessment on your new hybrid work environment.

📄 Audit the existing security controls and process against the new risk (threats).

🔒 Choose managed services as a tool to mitigate the risk!

	Risk	Treatment	Owners	Vendors	Cost
RS01	Data Theft	Reduce	Customer Infosec Team	In-house IT team	£x
RS02	Denial of Services (DoS)	Transfer	Cisco Partner	Cisco MS Partner A	£x
RS03	HW / SW Vulnerability			Cisco MS Partner B	£x
RS04	Application Security	Reduce	Cisco Partner	Cisco MS Partner C	£x
RS05	Social Engineering	Accept	Customer stakeholders	- - -	XXX

Example

Risk Treatments

Avoid means we need to use security controls to avoid the impact on the assets.

Accept means company management is ready to accept the risk and impact associated with it. Therefore, there are no security controls on those risks.

Transfer means we need to contract or hire a third-party company to own the risk.

Reduce means we need to mitigate by adding measures to reduce the impact on assets as much as possible.

Where Do I Start ?

Invest in digital transformation

List the all IT **tools** in your organization

Map the tools to the business requirements

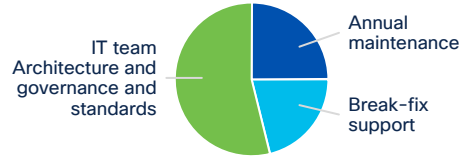**Eliminate** overlapping, redundant, unused tools

Integrate the tools for actional alerts

Choose Managed Services as a tool to achieve a **valuable outcome!**

Which model?

Outsourcing based

IT team Architecture and governance and standards

Annual maintenance

Break-fix support

Customer IT team owns
- All products
- Design and deployment
- Licenses
- Hardware and software standards

Outsourced
- Hardware health
- On-site cable and racking
- Hardware support
- L1 and L2 tickets
- Change management

Outcome based

IT team architecture
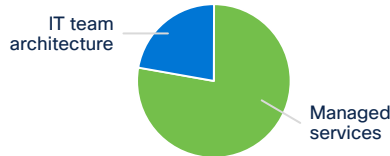
Managed services

Customer IT team owns
- Partial products (licenses)
- Architecture

Managed Service Provider (MSP)
- Licenses
- Outcome-as-a-Service

Hybrid model

IT Team governance

Information security

Access and policy

Perimeter security (managed service)

Endpoints

Security operations center services (managed service)
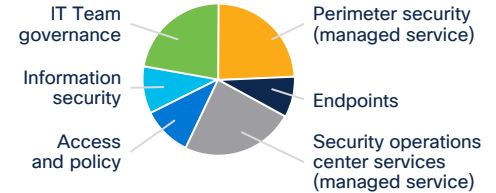
Customer IT team owns
- Data governance
- Security policy
- Access controls
- Endpoints
- Some licenses

MSP 1
- Perimeter security as a service
- Change controls
- Licenses

MSP 2
- Security operations center services
  - Examples: penetration testing and threat hunting

Average cost of a data breach in 2022

Managed security services helped to reduce the cost compared to the mean cost of a breach.

Security system complexity, cloud migration, and compliance failures are the three factors associated with the highest net increase in the average cost.

Impact of key factors on the average total cost of a data breach ($USD)

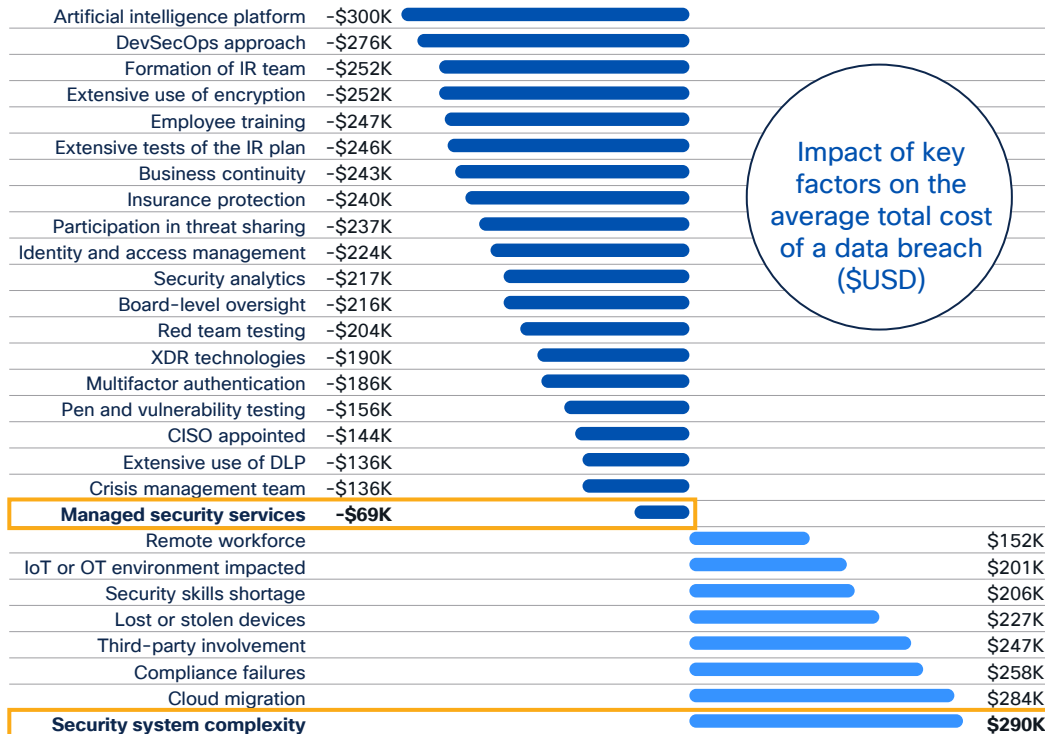| Factor	Impact
Artificial intelligence platform	–$300K
DevSecOps approach	–$276K
Formation of IR team	–$252K
Extensive use of encryption	–$252K
Employee training	–$247K
Extensive tests of the IR plan	–$246K
Business continuity	–$243K
Insurance protection	–$240K
Participation in threat sharing	–$237K
Identity and access management	–$224K
Security analytics	–$217K
Board-level oversight	–$216K
Red team testing	–$204K
XDR technologies	–$190K
Multifactor authentication	–$186K
Pen and vulnerability testing	–$156K
CISO appointed	–$144K
Extensive use of DLP	–$136K
Crisis management team	–$136K
Managed security services	**–$69K**
Remote workforce	$152K
IoT or OT environment impacted	$201K
Security skills shortage	$206K
Lost or stolen devices	$227K
Third-party involvement	$247K
Compliance failures	$258K
Cloud migration	$284K
Security system complexity	**$290K**

Source: Cost of a Data Breach Report 2022
IBM Security analysis of research data compiled by Ponemon Institute.

Managed Services helps to optimize your operations

Reduce security complexity

Reduce tools fatigue

Increased support level and availability

Operational excellence

Make Managed Services part of your Business Initiatives

Conclusion

User managed services for digital transformation

Co-create outcome-based, tailored services for your organization

Choose appropriate managed service model

Integrated in your IT strategy

Workshops with MSPs (than RFP based process)

Outsourcing model to hybrid model

MSP = Managed Service Provider

Continue your education

Visit the Cisco Showcase for related demos

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

Attend interactive education provided by Developer Network (DevNet), Capture the Flag, and walk-in labs

Visit the On-Demand Library to view more sessions

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!

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Successful Managed Campus in the New Hybrid World

**Tue. 7th Feb
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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

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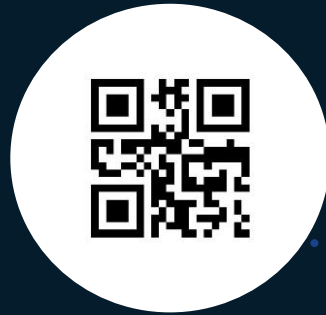Visit the On-Demand Library for more sessions at ciscolive.com/on-demand.

Thank you

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