cisco life!





Blazing a Trail to a Unified Digital Experience

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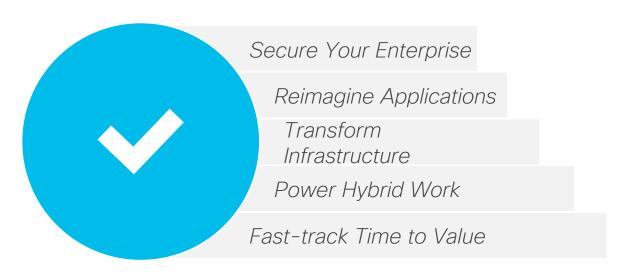
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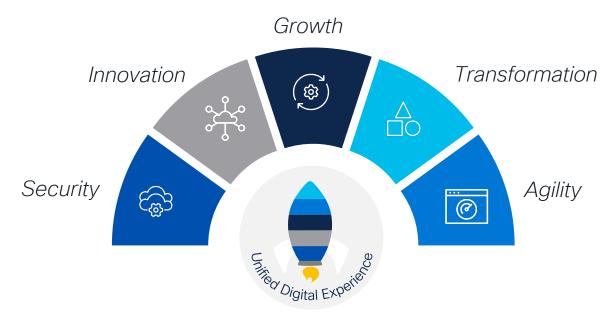




Today's Reality is Fast Moving

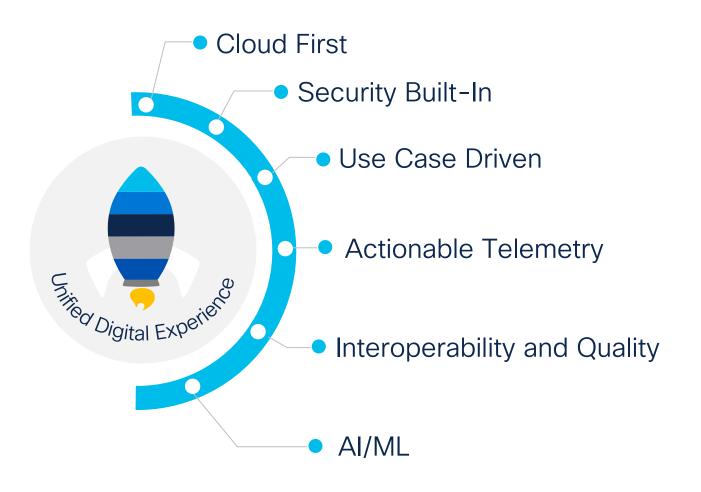
Customer Priorities







Unified Digital Experience with CX Cloud



Customer Experience



- Security Advisories
- Insights & Analytics
- Case Management
- Asset Lifecycle Management
- Contextual Learning
- Expert Guidance



Welcome



Jason Hsieh
Cisco
VP, Information
Technology



Cisco Principal Engineer

@ezraforbus



Security Advisories



Software Insights



Case Management



Asset Lifecycle Management



Realized Benefits for Cisco IT

Software Asset Lifecycle Reduced Case Advisories Version Management Management Risk **Optimization** 2-5 min. case Reduced time Proactive 59%-time savings 5% and effort to visibility & savings Savings Automation and identify remediation 92% efforts and analyse reduced duplication avoidance on from days to software Simplified User minutas upgrades Experience Accelerating Outcomes



Continue Your Learning

- Visit our CX Cloud booth for more demonstrations
- Join our Lightning Talks to learn more from customers





Thank you

