



# TURN IT UP

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The bridge to possible

# A better way to navigate complex IT transitions

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PSOCX-1004

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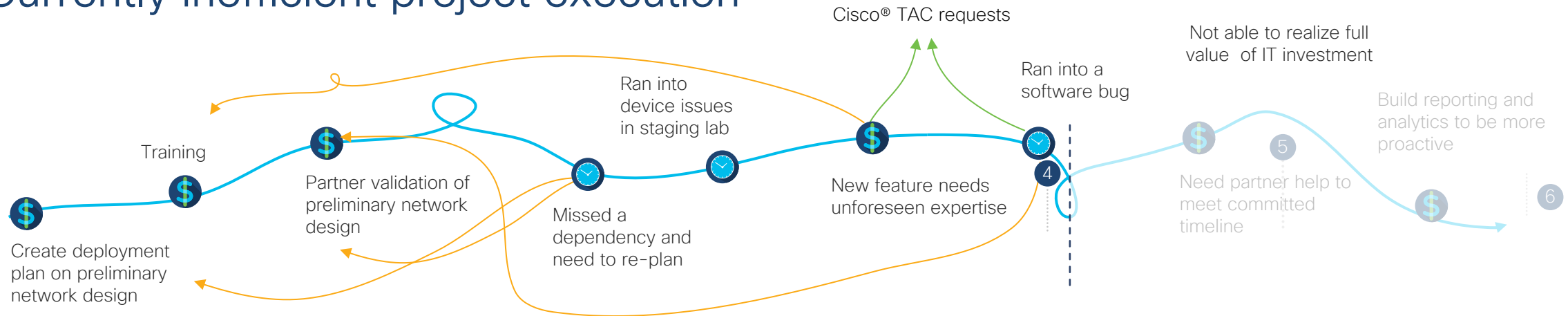


Navigating a  
new altered reality

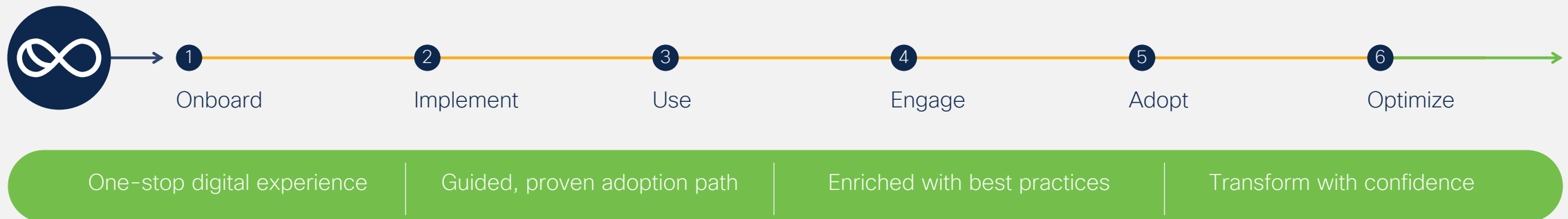


# A new way to drive IT success

## Currently inefficient project execution



## Getting to faster outcomes with Cisco Success Tracks



# Cisco Customer Experience (CX) Cloud

Human + digital intelligence



# Address key challenges



Complexity

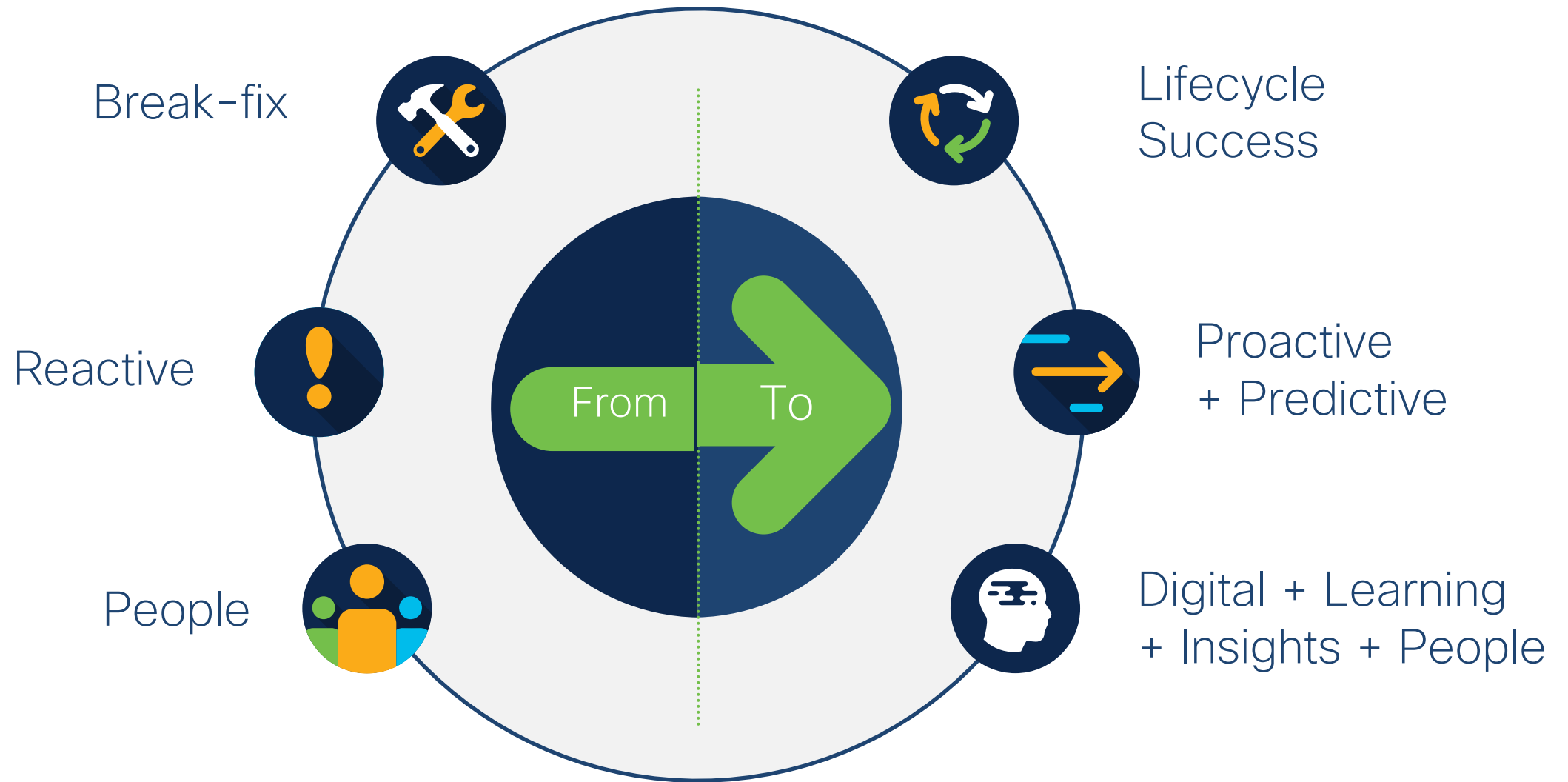


Velocity of change



Skills gap

# Proactive assistance at digital scale



# 3 foundational pillars to a better way



Digital-first experience to fast-track innovation and business value



Use case guided journey to go from vision to deployment to desired outcomes faster



The right expertise, insights, learning, and support at the right time





# Cisco Customer Experience (CX) Cloud

Human + digital intelligence



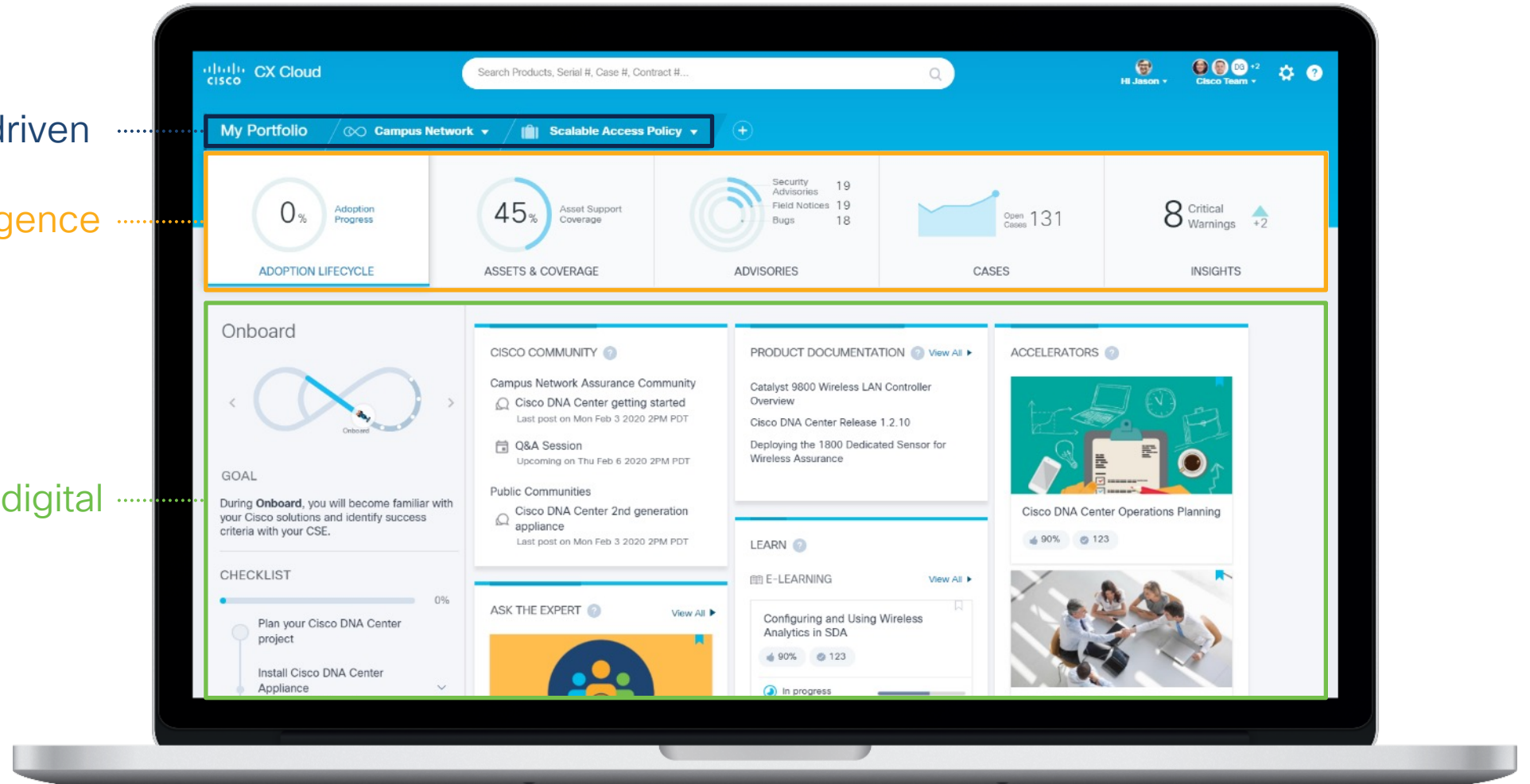
# Cisco CX Cloud

## One-stop, personalized experience

Use case driven

Predictive intelligence

People + digital





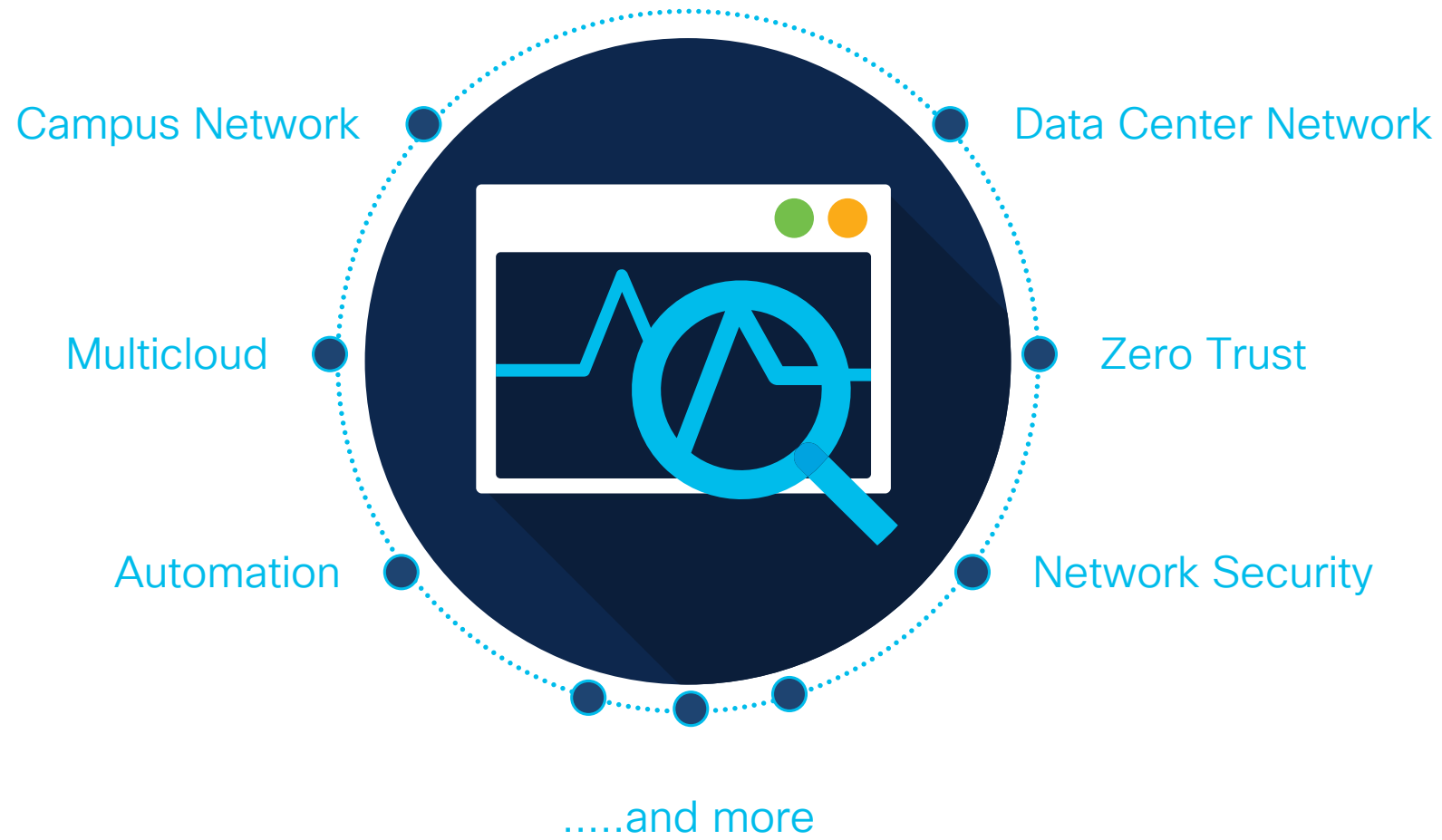
“CX Cloud lets us gain a higher level of context, leveraging ML and AI to provide a more strategic view of our network, security postures, and risk.”

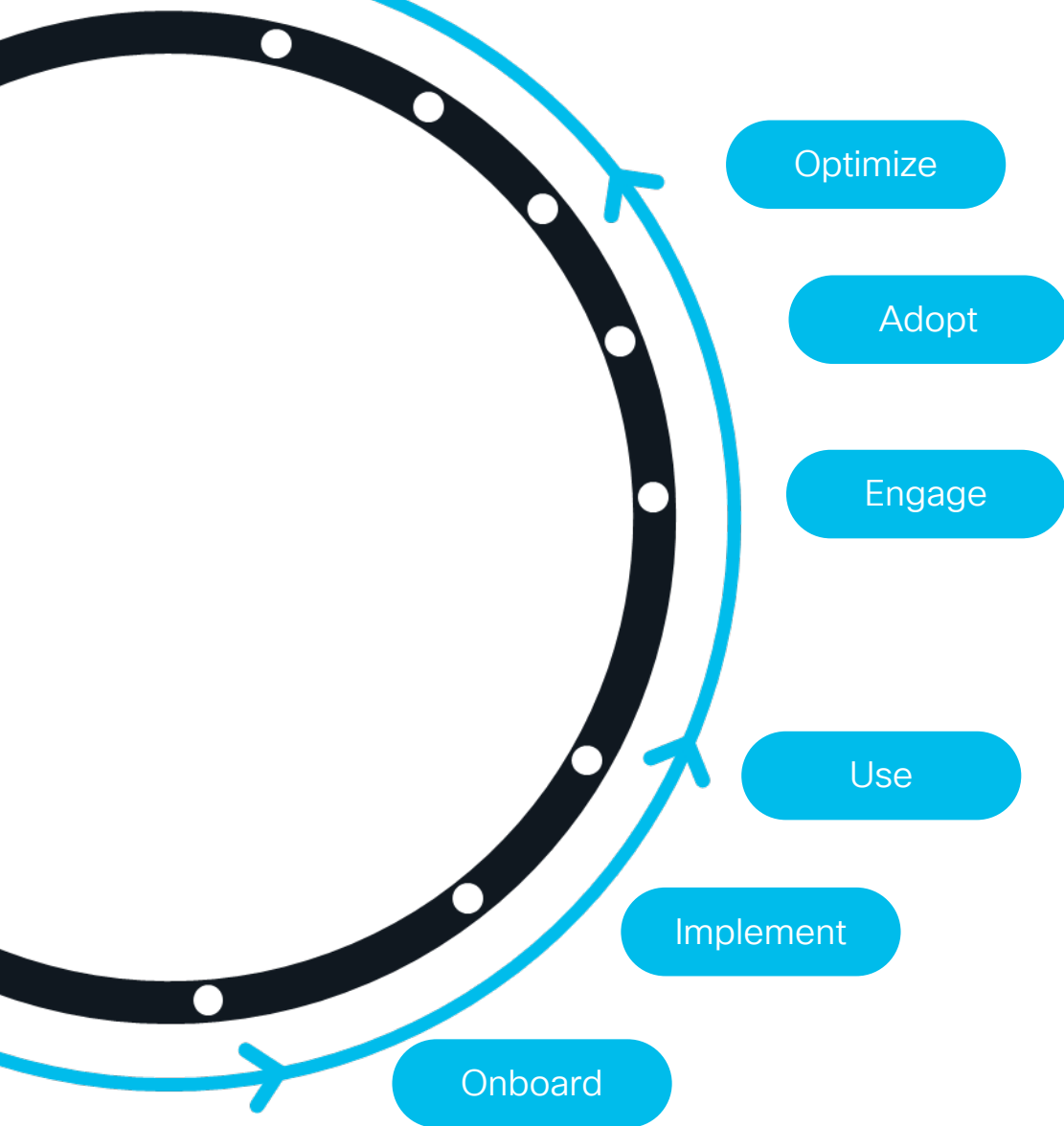
*Shai Silberman, Director of Network Services  
San Jose State University*

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# Solution domains and use cases





## Simplified engagement model with Lifecycle stages

# Success Tracks

Accelerate success

Lifecycle

Use case guided

Four levels of experience

Suite of service solutions



Expert resources

Expert guidance



Trusted support

Prescriptive levels of support



Insights and analytics

AI/ML-driven intelligence



Contextual learning

Skills advancement

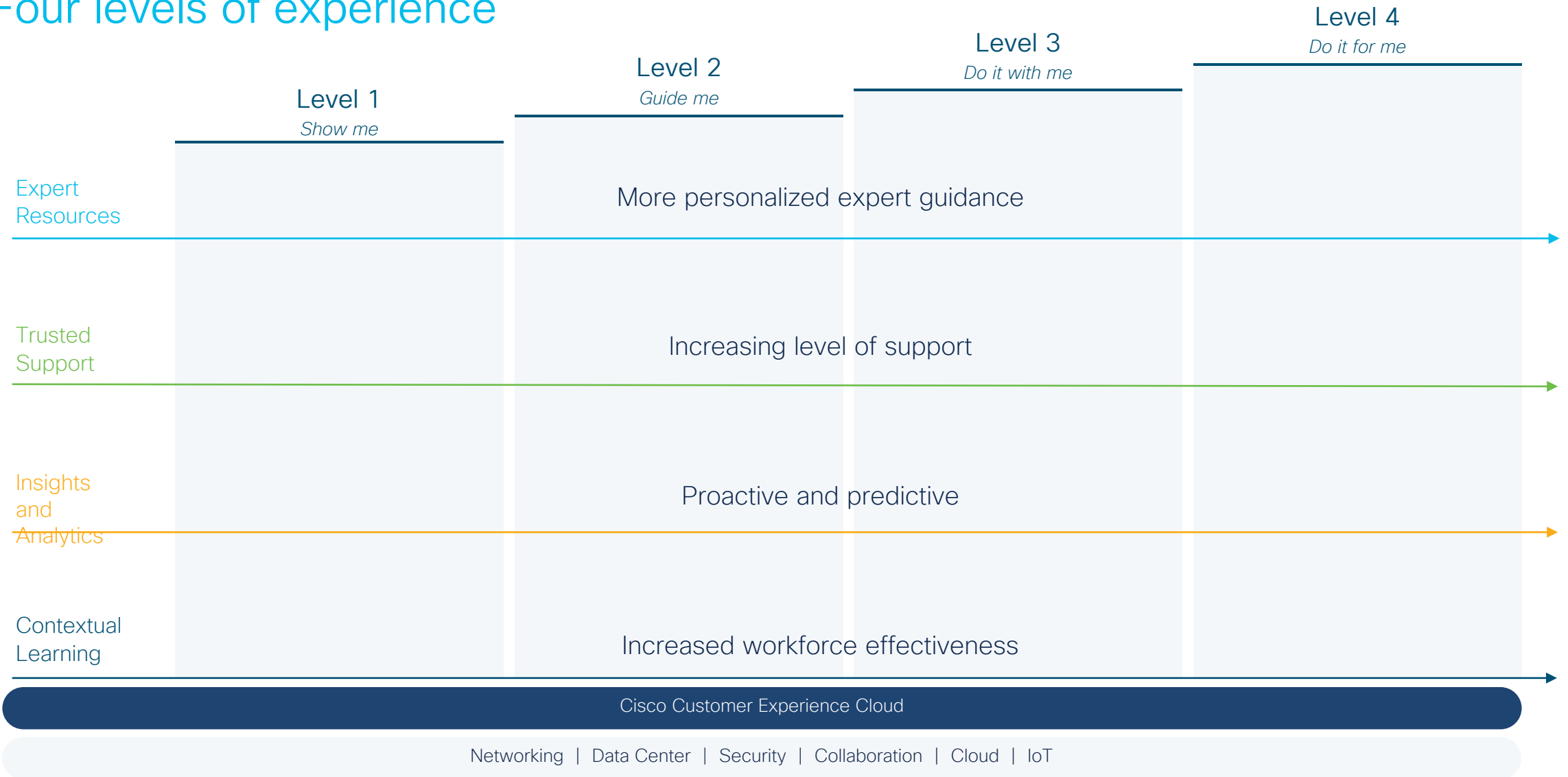
CX Cloud

Enabled through a personalized digital platform

Networking | Data Center | Security | Collaboration | Cloud | IoT

# Success Tracks Levels

## Four levels of experience





# Haribo video



# By the numbers

## Success Tracks



127%

Projected return on  
investment



\$703K

Reduced time spent on  
upgrade management



\$278K

Reduced risk of  
security breach

# Success Tracks



Accelerate your path to value through a use-case-guided journey



Minimize complexity and risk with the right expertise and insights



Transform the way you work with a simple, unified digital experience

We're with  
you every  
step of your  
journey



Check out the  
CX Cloud demo



Calculate your personalized ROI at  
[cisco.com/go/successtracks](https://cisco.com/go/successtracks)



Sign up: [CX\\_Research@cisco.com](mailto:CX_Research@cisco.com)



The bridge to possible

# Thank you

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