



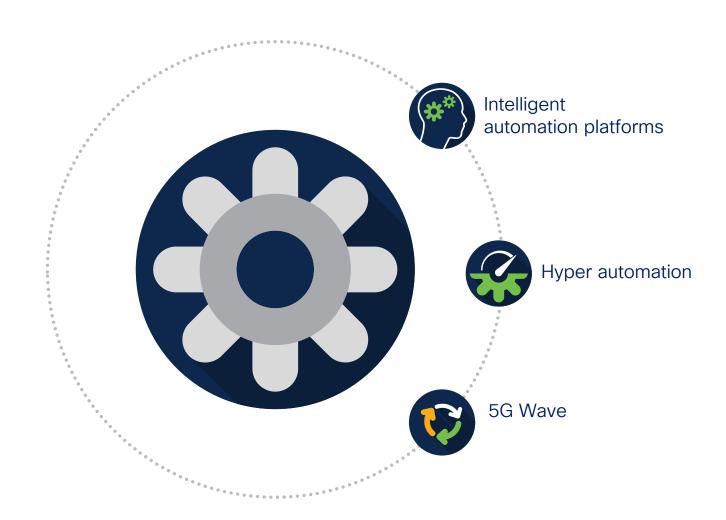
CX Automation: A guide to greater speed and agility for your automation journey

Prakash Rajamani, Senior Director, CX Automation and NaaS @prajamani PSOCX-1005





Automation is top of mind



30%

of IT operations efforts will refocus to continuous engineering using analytics and automatic remediation



Creating a more automated experience



Automate repeatable steps to reduce manual errors and time



Automate the plan/design tasks to build for speed and agility



Automate end to end process to improve efficiency and reduce cost



What automation can do for you

Top travel ecommerce site



Update compliance increased from 30% to 100%

Human error incidents reduced to 3%, expecting to drop to 0%

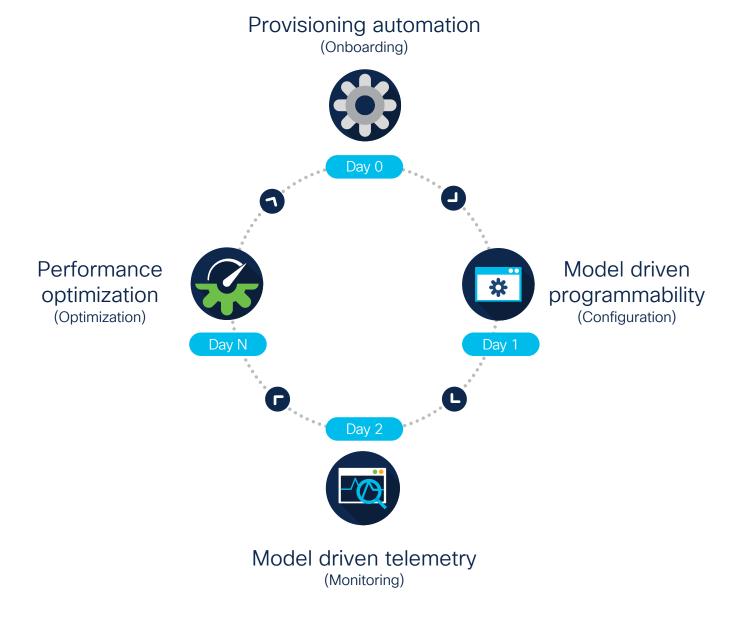
Operational efficiency increased by 80%

System-wide updates reduced from a year to weeks



Automation strategy

Cover all aspects of device lifecycle



cisco Live!

Automation covers day 0 to Day N

Top customer automation and analytics use cases





Network wide visibility End to end visibility of all assets



Day 0 deployment New site or migration of an existing network

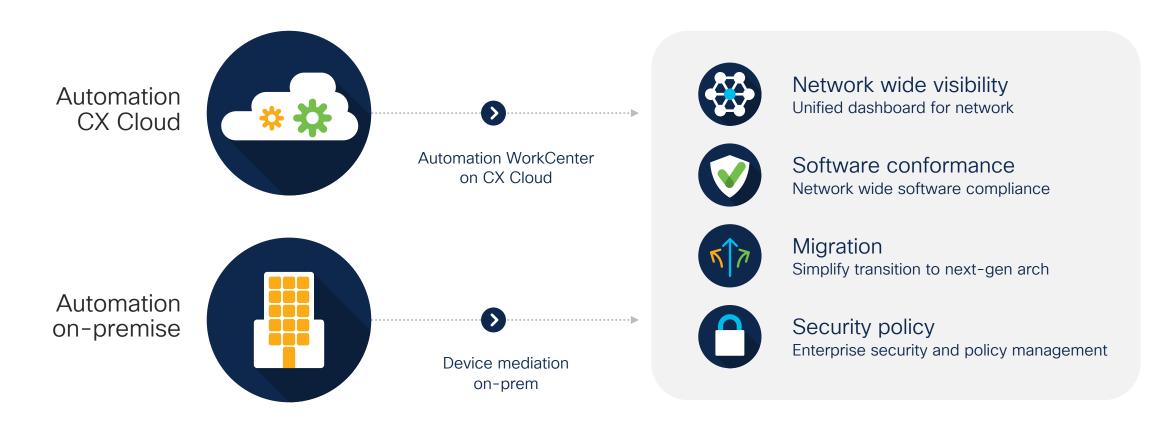


Software conformance Seamless software upgrade for the network



How does CX deliver automation

CX automation use cases



Simplified automation cloud-delivered

Components of CX Automation





Automation workbench



Recommendation to Remediation

#CiscoLive



Integration with IT Tools



So, what's standing in your way



Overwhelming complexity

Analytics

Mobility

Automation

Security

Virtualization



Open APIs

Multi-Cloud

Policy

loT

SDN

Humans can't scale



Major bank





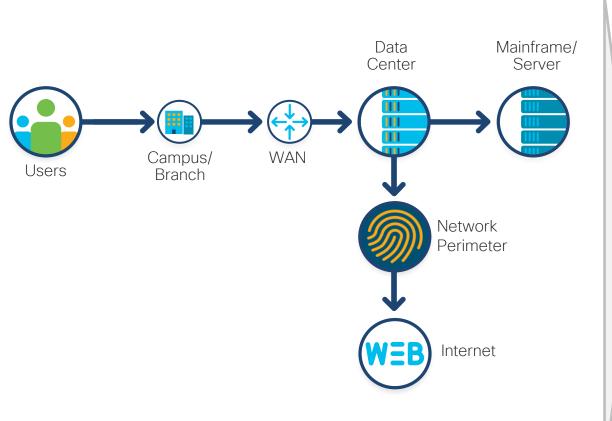




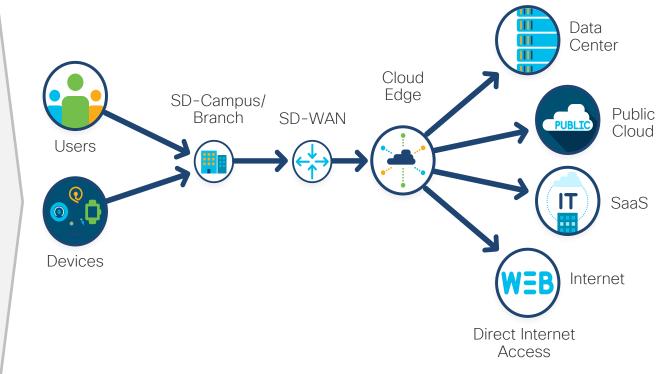
We're with you every step



Automation for Network Transition



Traditional Network Topology

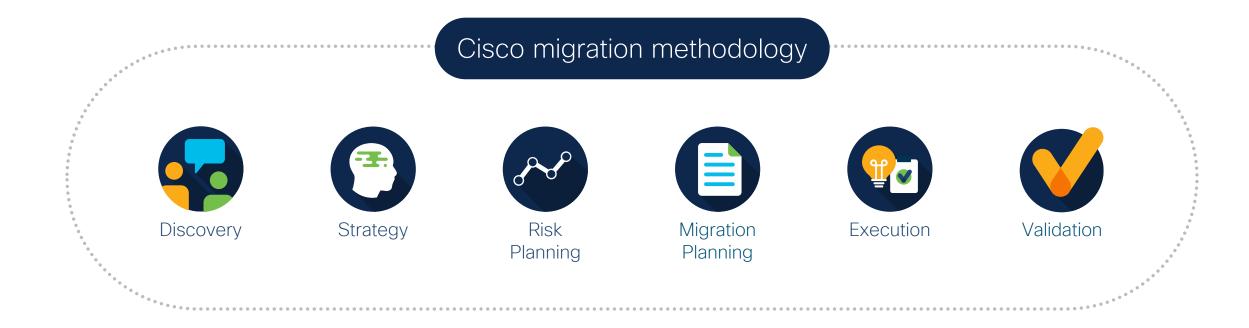


Cloud Ready Network Topology

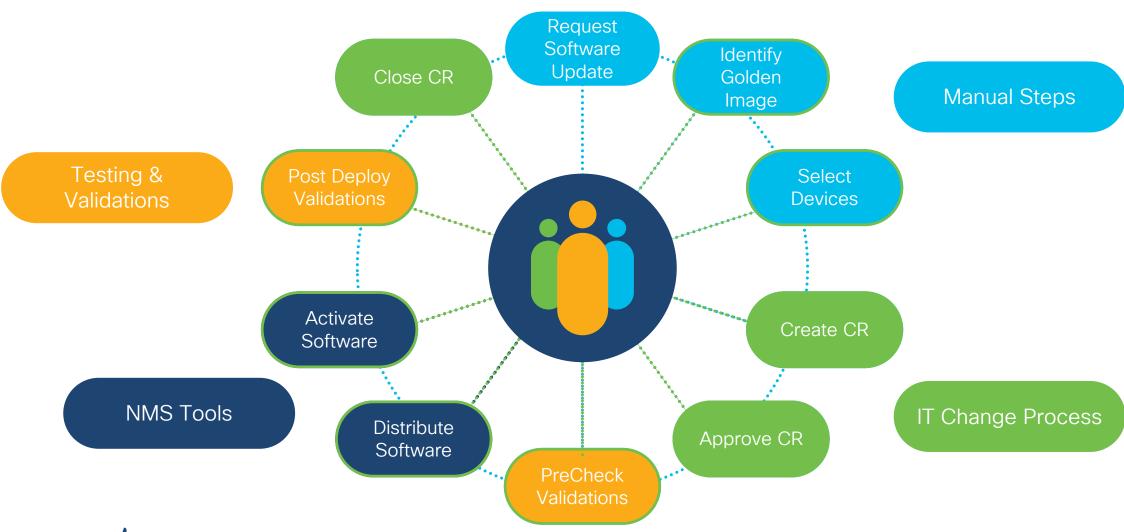


Cisco Migration Services framework reduces risk

Day 0 deployment and migration



Software Update: Integration with IT Process



Demo – Software Conformance

Software Gorups Showing 1 -4 of 4 software groups



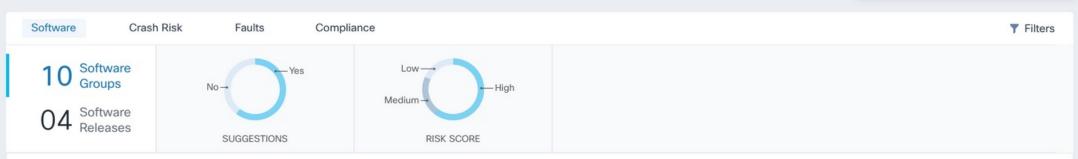
Search











Software Group **Product Family** Software Type **Current Release** Risk Level Suggestions Source Assets C9300-24P 192.168.139.160 Cisco Catalyst 9300 Service Switches IOS-XE High 15 Automated 16.12 (4) 8 Automated Cisco Catalyst 9300 Service Switches IOS-XE High C9300-24U 192.168.139.161 192.168.139.162 8 C9300-24UX Cisco Catalyst 9300 Service Switches IOS-XE High Expert C9300-24UX 192.168.139.163 Cisco Catalyst 9300 Service Switches IOS-XE Medium 11 Automated

Software













Software

Groups

Crash Risk

No⊸

C9300-24U

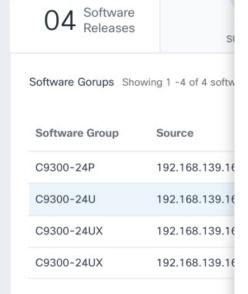
Product Family: Cisco Catalyst 9300 Series Switch

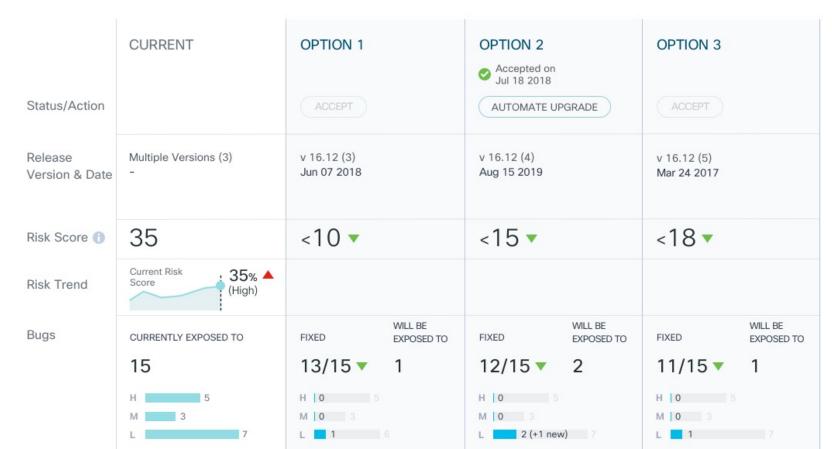
Source: Cisco DNA Center

Source IP Address: 192.168.139.161 Source Host Name: <Sample Host Name>



EXPERT RECOMMENDATIONS AUTOMATION RECOMMENDATION RELEASE SUMMARY SYSTEM RELEASES (3)





PLAN SUMMARY

Software Versions IOS 16.12 (3) Target 17 DEVICES IOS 16.12 (1) IOS 16.12 (4)

VALIDATION



Validate in your lab

Completed

WORKFLOW

View Advanced

Batch 1: Asia

Select devices and schedule time

Batch 2: Europe

Select devices and schedule time

Batch 3: Americas

Select devices and schedule time

WORKFLOW TYPE | Software Upgrade 🥒 Auto-filled based on OSV Recommendation Select Assets Product Model Cat 9300-24-E 0 17 ASSETS IN DEPLOYMENT TARGET CELAND SWEDEN RUSSIA UKRAINE KAZAKHSTAN MONGOLIA UZBEKISTAN UNITED STATES MOROCCO ALGERIA LIBYA EGYPT SAUDI BANGLADESH ARABIA OMAN MALI NIGER CHAD PANAMA VENEZUELA COLOMBIA SURINAMI SOFTWARE VERSION DISTRIBUTION BRAZIL BOLIVIA PARAGUAY AUSTRALIA

16.9 (4) 16.9 (5) 16.11 (1) 16.12 (1) 16.12 (2) 16.12 (3) 16.12 (4)

TARGET SOFTWARE VERSION

IOS 16.12 (4)

URUGUAY

ARGENTINA



*

PLAN SUMMARY



VALIDATION



WORKFLOW

View Advanced

Batch 1: Asia

Select devices and schedule time

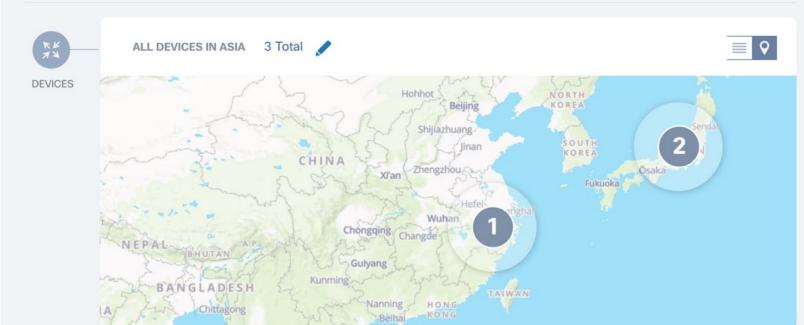
Batch 2: Europe

Select devices and schedule time

Batch 3: Americas

Select devices and schedule time

WORKFLOW | Batch 1: Asia



>



<

Mon	Tue	Wed	Thu	Fri	Sat	Sun	
1	2	3	4	5	6	7	
8	9	10	11	12	13	14	
15	16	17	18	19	20	21	
22	23	24	25	26	27	28	
29	30	1	2	3	4	5	

April 2020

Start Time

08:30	09:00	09:30	10:00
10:30	11:00	11:30	12:00
12:30	01:00	01:30	02:00
02:30	03:00	03:30	04:00

Batch 1: Asia

Select devices and schedule time

Batch 2: Europe

Select devices and schedule time

Batch 3: Americas

Select devices and schedule time



Add Batch

14 Devices pending assignment

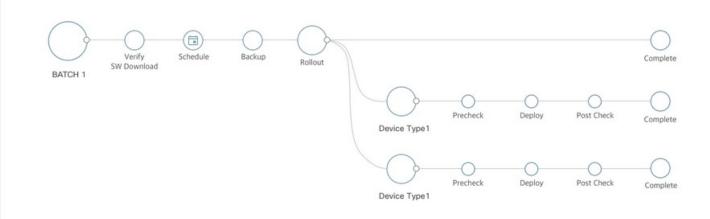


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29	30	1	2	3	4	5	

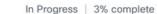


□→□WORKFLOW

DEPLOYMENT WORKFLOW



ACTIVATE







PLAN SUMMARY



Validate in your lab

Completed



View Advanced

Batch 1: Asia

Deploying...

Batch 2: Europe

Select devices and schedule time

Batch 3: Americas

Select devices and schedule time



PLAN SUMMARY



VALIDATION



Validate in your lab

Completed



View Advanced

Batch 1: Asia

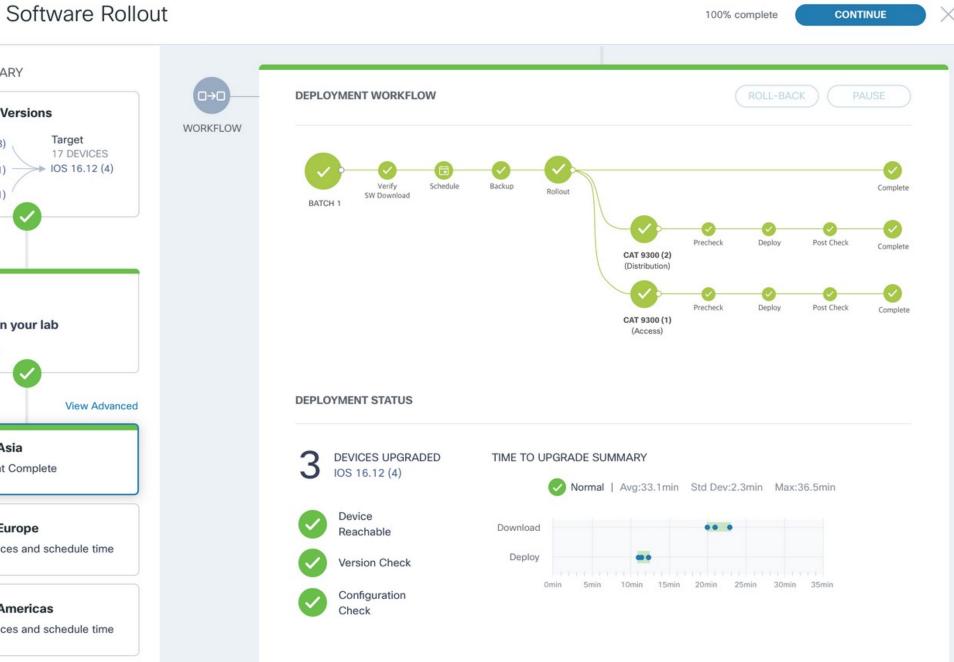
Deployment Complete

Batch 2: Europe

Select devices and schedule time

Batch 3: Americas

Select devices and schedule time



Demo – Software Conformance

Accelerating your automation journey

Reduce cost and time to value by automating repeatable steps



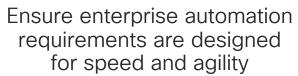
Simplify and improve













We're with you every step of your journey



Check out the CX Cloud demo



Learn more about Cisco Success Tracks at cisco.com/go/successtracks



Sign up: CX_Research@cisco.com





Thank you



