

The background is a vibrant, abstract composition of numerous colorful rays and shapes radiating from a central point. The colors include dark blue, light blue, green, yellow, orange, red, and white. Some shapes are solid, while others have circular cutouts. The overall effect is dynamic and energetic.

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The bridge to possible

Managed Service Operations

Outcome Approach to Managed Services Across Multiple Domains

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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

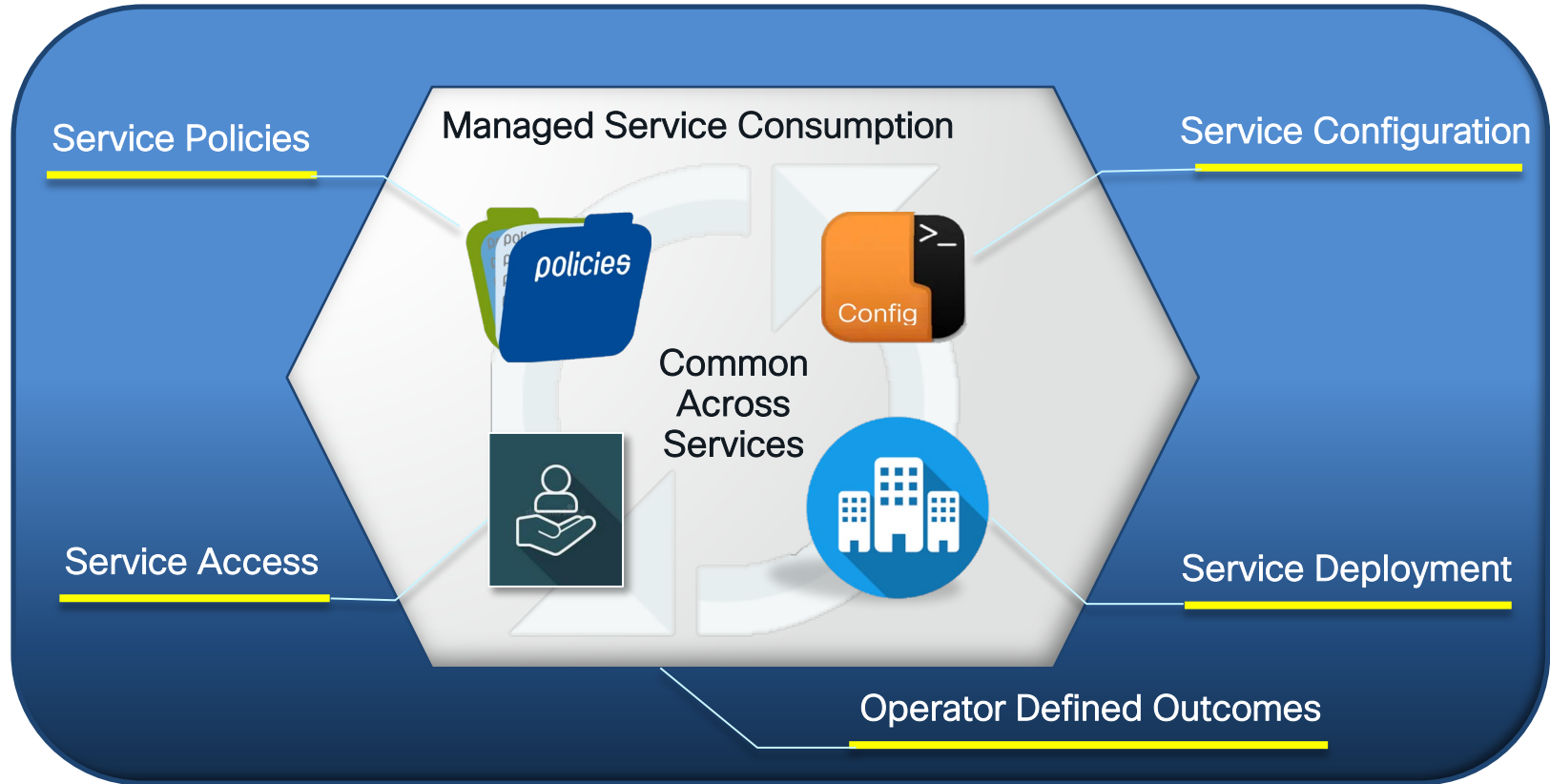


Managing Outcomes

- 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

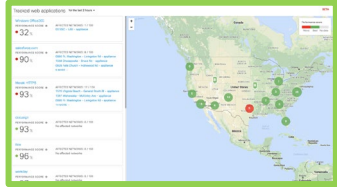


MSX Delivers many Managed Services

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

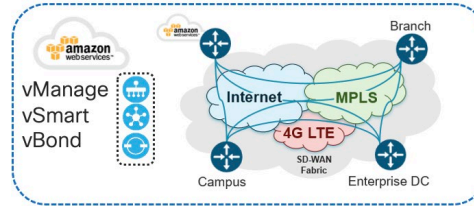
Meraki

Multi-tenant Security, Wireless, SD-WAN



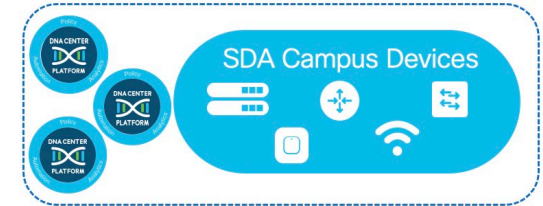
Viptela SD-WAN

Multi-tenant Managed SD-WAN and Security



Enterprise Access

Multi-tenant LAN, Wireless, WAN Services



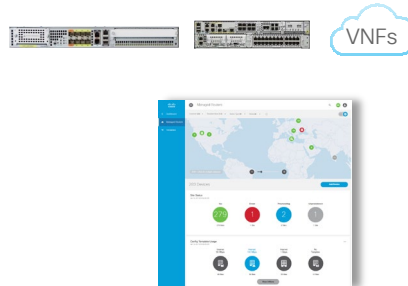
Software Define Network

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



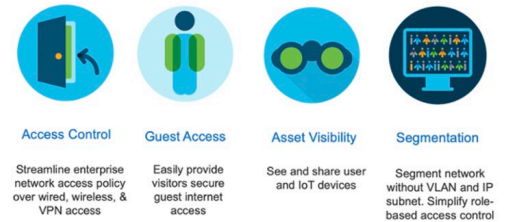
Managed Devices/Security

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



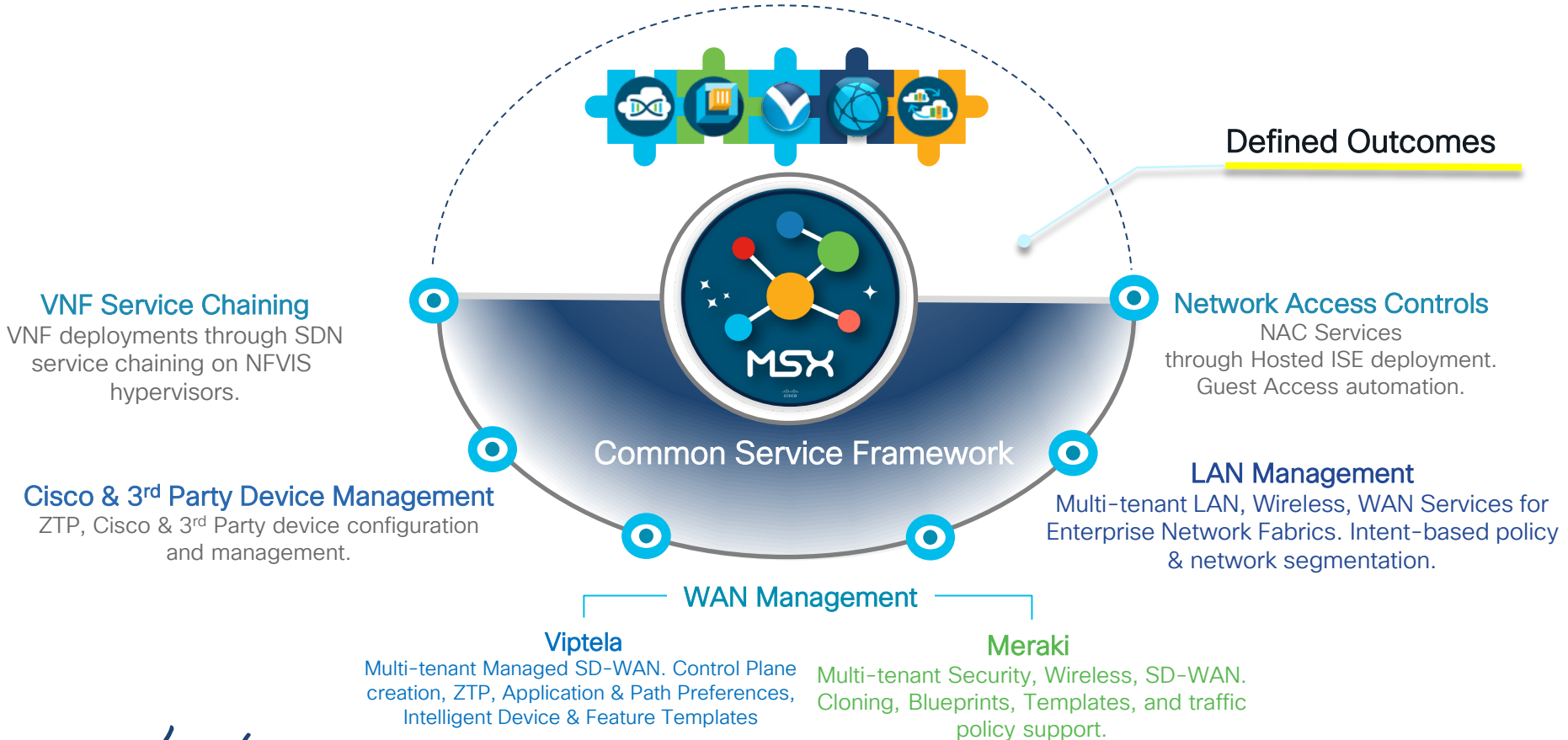
ISE with NAC

Network Access Capabilities
Through Hosted ISE Deployment

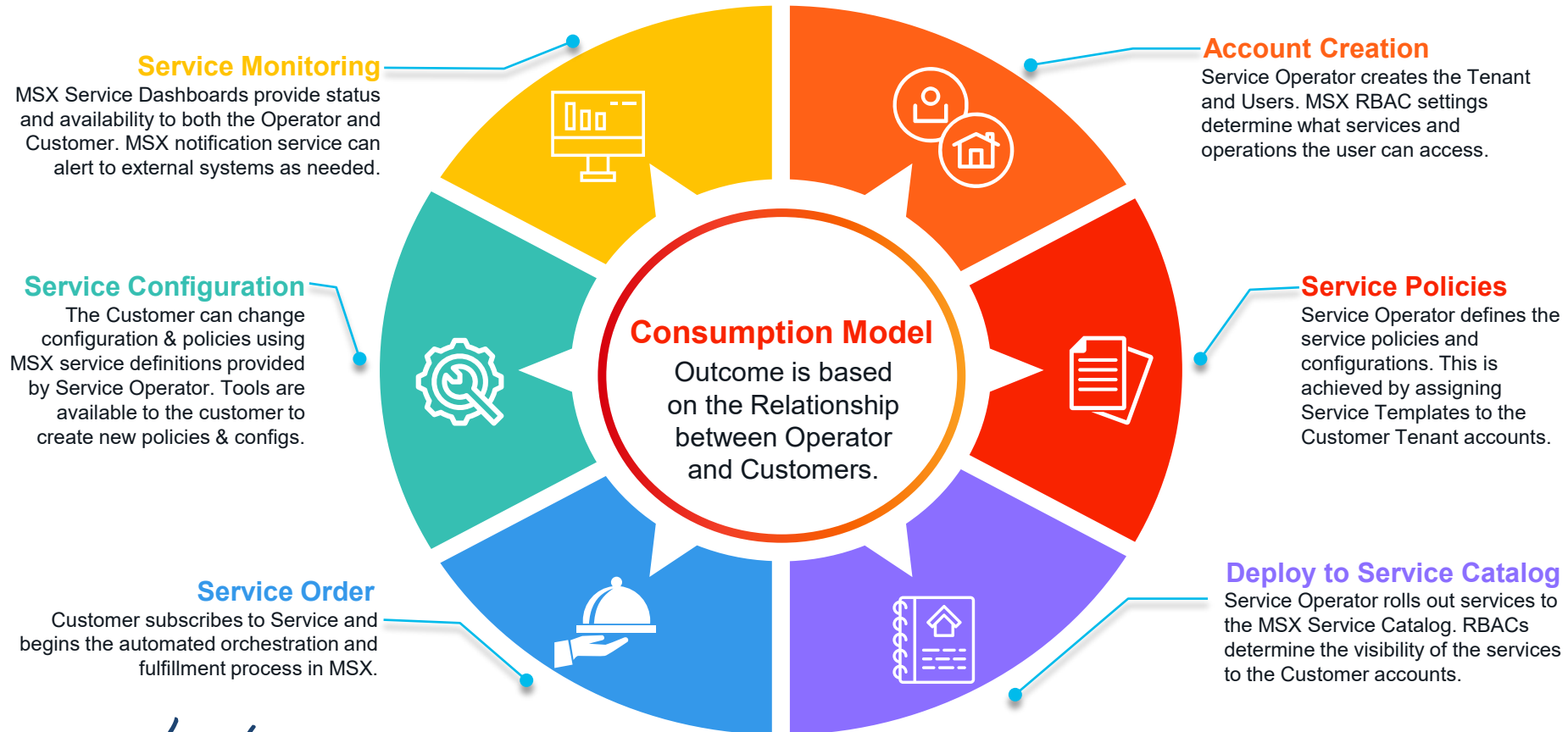


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Delivering a Common Consumption Model



Looking at the Service Consumption Journey



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-youtube>



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Thank you

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