Cisco Business Critical Services: The Next Generation of Optimization Services

Cisco Business Critical Services

Predict opportunities, preempt risks, and accelerate technology transitions

Today's IT environment is more complex and competitive than ever. Close to 70 percent of budgets are spent on just running the business with 10 percent for transformation.[1] Beyond cost, organizations also need to deal with the increased complexity, inefficiency, risk, and skills gap emanating from disparate technologies, manual processes, and digital innovations.

To overcome these challenges and help businesses simplify complexity, optimize IT, reduce OpEx, and accelerate technology transitions, Cisco is introducing Business Critical Services, the next generation of optimization services. These new subscription services help customers extract the most value from their Cisco® products and solutions today while creating a secure IT strategy for the future.

Our first-generation Optimization Services have proven to deliver strong customer outcomes, with close to 262 percent ROI over 5 years and 74 percent lesser downtime, among others.[2] Business Critical Services is expanding on this value to deliver even more innovative capabilities in analytics, automation, compliance, and security.

[1] Gartner IT Budget Report 2017
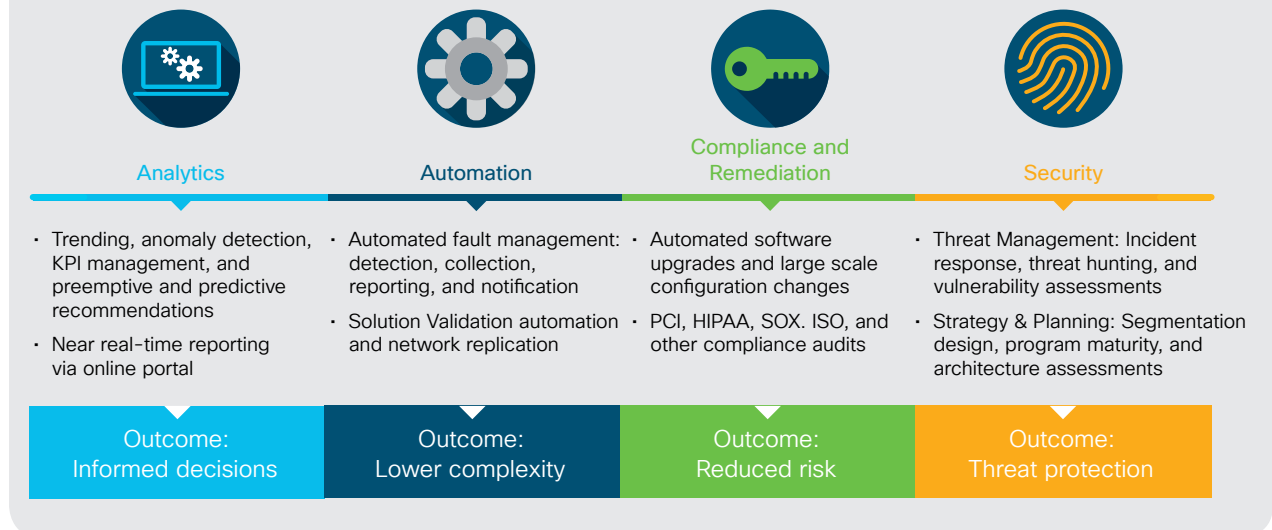[2] Cisco Optimization Services Executive Summary by IDC 2017
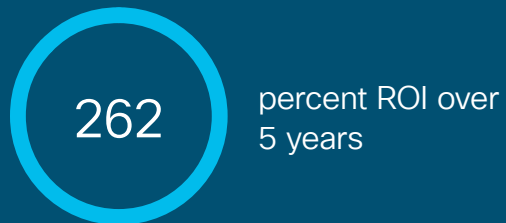
Benefits

- **Reduce complexity and cost** through automation, orchestration, and technical expertise

- **Enhance business agility and transformation** with advanced analytics, machine learning, and strategic architecture planning to deliver critical insights on infrastructure and applications

- **Drive proactive threat management** with security services embedded into the subscription service

- **Reduce risk** through automated compliance and remediation audits

"Uptime and speed of delivery are most important for us.

Cisco Optimization Services have dramatically increased our overall uptime and network performance and also enabled us to standardize and templatize our most common user requests. That has made us faster to deliver anything that the business consumer brings to us asking for us to deliver."

– Large IT Company, Cisco Optimization Services Executive Summary by IDC 2017

Cisco Business Critical Services: New Capabilities

Analytics	Automation	Compliance and Remediation	Security
· Trending, anomaly detection, KPI management, and preemptive and predictive recommendations · Near real-time reporting via online portal	· Automated fault management: detection, collection, reporting, and notification · Solution Validation automation and network replication	· Automated software upgrades and large scale configuration changes · PCI, HIPAA, SOX. ISO, and other compliance audits	· Threat Management: Incident response, threat hunting, and vulnerability assessments · Strategy & Planning: Segmentation design, program maturity, and architecture assessments
Outcome: Informed decisions	Outcome: Lower complexity	Outcome: Reduced risk	Outcome: Threat protection

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262 percent ROI over 5 years

74 percent less downtime

21 percent lower OpEx

30 percent better efficiency

We provide a unique transformational framework of baseline deliverables and customizable capabilities categorized in three themes: foundation, acceleration, and transformation. Within these, we offer innovative capabilities that:

- Deliver near real-time analytics and continuous visibility with **Business Critical Insights**, our new cloud-based analytics portal
- Speed case submission to minutes from hours without human intervention with the new **Automated Fault Management Service**
- Quickly test and deploy features to IT environments with new automation capabilities in **Network Replication** and **Test Automation Services**
- Automate **compliance and remediation** for recommended software and configuration upgrades and monitor against 11 regulatory standards (e.g., HIPAA, PCI, SOX, & ISO)
- Drive fast emergency response during a breach and proactive defense with the **Incident Response Retainer**

We deliver analysis derived from your data combined with intellectual capital from close to 3 million Cisco devices, proprietary tools, and best practices.

Next Steps

Whether you want to build a stronger infrastructure foundation, enhance agility, or transform the way you do business, you need the next generation of optimization services. For more information, contact a virtual sales rep.

For more information, connect with your Cisco Services representative or Cisco Partner to start the conversation, and learn more.