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**LifeCycle Success Plan**

**CATIC**

June 27, 2022

Engineering TEAM

|  |  |  |  |
| --- | --- | --- | --- |
| Name | Company/Function | Phone | Email |
| SA Name | Presidio Solution Architect |  |  |

CLIENT INFORMATION

|  |  |  |  |
| --- | --- | --- | --- |
| **Name** | **Contact** | **Phone** | **Email** |
| CATIC | Contact Name |  |  |

REVISION HISTORY

|  |  |  |  |
| --- | --- | --- | --- |
| Revision | Revision Date | Name | Notes |
| V1.0 | June 27, 2022 | SA Name | First Client Release |

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1. Executive Overview
   1. Introduction

Customers are increasingly moving to software as a service (SaaS) and recurring offers to enable their digital transformation. Many SaaS and software solutions are all encompassing with an overabundance of features and functionality. Mapping the software technology to the business needs has become challenging for many customers. To enable CATIC to get the most out of their Cisco software purchase.

Presidio will help CATIC by guiding them throughout the full lifecycle process to:

* Accelerate innovation and adoption
  + Speed through common obstacles
* Reduce risk
  + Leverage our experience
* Achieve business outcomes
  + Receive better return on investment

By leveraging Cisco’s solution with Presidio’s experience, CATIC can reduce risk while increasing their time to value and ultimately meet and exceed their expected business outcomes.

1. scope
   1. CATIC Overview

Presidio will help CATIC adopt and strategize a path forward to enable key software features and entitlements. Through training and enablement of Cisco Enterprise Networking (EN) software, CATIC can plan and manage the adoption of their new Cisco software products in order to appreciate a better user experience.

|  |  |
| --- | --- |
| Products Sold |  |
| {{facts.ansible\_facts.ansible\_net\_version}} | |
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**PLEASE DO NOT SHARE THE PRICING SECTION BELOW WITH CATIC**

|  |  |
| --- | --- |
| Total Cost for LifeCycle Products |  |
| Collaboration | $ 0.00 |
| Data Center | $ 0.00 |
| Enterprise Networking | $ 97,999.80 |
| Security | $ 0.00 |

* 1. Business Driver

A business driver is a condition that enables an enterprise to become and remain successful. Identifying and monitoring the key drivers of your business is critical to boosting profitability. A company must identify its business drivers under their control.

CATIC is looking to improve business performance by adopting Cisco Enterprise Networking (EN) software.

By leveraging Cisco Enterprise Networking (EN) software CATIC will be able to focus on the following business drivers:

* Operational Efficiency
* Stability
* Employee Satisfaction
* Productivity Improvement
* Cost savings
* Efficiency
* Product Improvement
* Operational Efficiency
* Affordable Scalable
* Business Intelligence
* Asset Management
* Assuring network performance and uptime
  1. Adoption Plan and Strategy

Digital Adoption is a state where all of an enterprise’s digital assets, especially applications, are being used optimally to deliver business value, enhance employee experience, and increase user productivity. Full adoption happens when CATIC employees are tapping into the complete range of features and making use of the software as an automatic response, not as an afterthought.

To take advantage of the previous business drivers, Presidio will work with the CATIC teams to create a plan for the roll out and adoption of Cisco Enterprise Networking (EN) software to provide the following:

**Enterprise Networking (EN)**

* Discovery of customer environment. Customer enablement to use the Cisco smart accounts. Consumption of licenses from the traditional and smart licensing portal as well as the EA Workspace.
* Create a redundant SDWAN fabric
* Increase bandwidth to each office location leveraging new WAN circuits
* Provide visibility into WAN network traffic with the Cisco SDWAN vManage dashboard
* By providing Wifi employees can continue to work whoever they are, whenever
* None
* Wasting time sitting at your desk waiting for something to load? By providing strong and reliable Wifi speeds you are allowing the employee to be more productive
* First time connecting should be easy and your device should always save the login credentials so logging in is a one time thing.
* Providing a universal guest wifi network and universal wifi password saves time and productivity
* Allowing for BYOB in a workplace is smart. People can continue to work wherever, whenever.
* Providing employees with wireless sharing via wifi saves time and allows users to be more productive
* Providing employees with internet ready TV's allows users to be more productive
* DNA Center (Network Health, Open Issues Dashboards) WLC Interface (Monitoring > Clients or APs)
* DNA Center (Overall Health, Client Health Dashboards) WLC Interface (Monitoring > Network Summary)
* EA Workspace DNA Center (and Satellite Server)
* DNA Center (Network Health) WLC Interface (Monitoring > Interferers)
* DNA Center (Overall Health, Issues Dashboards)
* DNA Center (Design tab then individual plant/locations, Tools then Data and Reports)
* DNA Center (Provision tab then select device type)
* DNA Center (Design tab then Network Profiles)
* DNA Center (Tools then Data and Reports) WLC Interface (Monitoring > Clients or Client Performance)
* DNA Center Overall Health Dashboard
  1. Expected Business Outcome

A business outcome is a concise, defined, and observable result or change in business performance, supported by a specific measure. The expected business outcome for CATIC is to provide the following:

**Enterprise Networking (EN)**

* Decrease time management
* Greater Redundancy
* Increased bandwidth
* Operational visibility to gain network traffic information
* Mobilizing workers with wifi
* Data delivery to end users
* Wifi speed a good connection
* Connecting to network as employee
* Connecting to network as guest
* Bring Your Own Device
* Wireless sharing
* Internet ready TV's
* Printers and scanners Wireless connectivity
* Building to building connectivity
* Mobile call over Wifi to Cellular
* Wifi signal coverage area
* Make sure its on or they cant access Wifi network
* Wireless networks reduce wiring costs
* Having Wi-Fi enabled devices, equipment, and technology throughout your office provides flexibility for employees, gives your business a competitive edge, and helps you better serve your customers.
* Providing Wifi to employees
* Gain increased efficiency into observing wireless connectivity and capacity
* Increased visibility into AP and client data
* Increased accuracy in tracking consumption of Cisco licenses
* Better insight into wireless interference and its impact through DNA assurance analytics
* Better insight into wireless issues proactively through DNA assurance analytics
* Map APs at plants/campus locations
* Identify wireless assets for ease of inventory
* Process that will assist in future wireless rollouts
* More efficient end user problem resolution
* Proactively monitor network resources to work on issues before end users are impacted by them
* Reduce service ticket time to resolution by off loading some tasks to the help desk
* Manage a growing network
* Maintain consistent network performance
* Help ensure a robust and consistent user experience
  1. Successful Outcomes and Key Performance Indicators (KPIs)

The only way to understand progress is to track it in totality. Usage analytics and KPIs will provide insights on what features are crystal clear and well consumed by your employees, and which features are underutilized or being avoided by them.

Success criteria would be to implement Cisco Enterprise Networking (EN) software and achieve the following:

**Enterprise Networking (EN)**

* Reduce administrative overhead
* Increase in active/active redundancy by 100%
* Bandwidth increase to each office by over 20%
* Increased visibility of WAN traffic by 100%
* Employee satisfaction improves by 15% within 6 months.
* 10% return on investment
  1. Customer Acceptance
  2. Proof of Performance