

Cisco Operational Insights

Overview

Cisco® Operational Insights is a cloud-based service assurance platform that captures Cisco’s knowledge related to IT infrastructure management, promoting proactive support, operational efficiency, and a better customer experience (Figure 1).

For Managed Service Providers, Cisco Operational Insights is a unified platform that provides proactive monitoring, operational ticketing and ticket enrichments by leveraging Cisco’s Management Knowledge Base for both Cisco and third party devices.



Benefits:

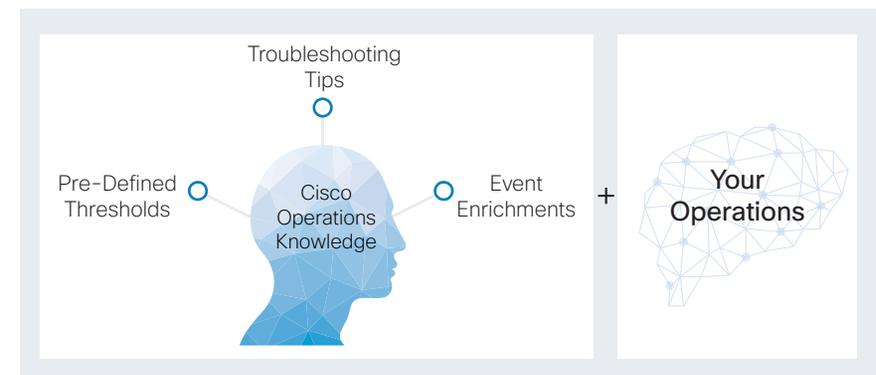
- Consolidates Key Operational Functions for MSPs into one platform
- Improves Customer Experience through proactive and faster remediation
- Provides a future proofed platform to support next generation technologies

Feature Highlights:

- Provides pre-defined policies for Proactive Monitoring
- Enriches Tickets with Cisco’s Knowledge to enable faster remediation
- Supports both Cisco & non-Cisco devices
- Enables role-based visibility to end-customers
- Integrates with existing ITSM and Partner Ecosystem components
- Offered as simple SaaS subscription (per device/month)

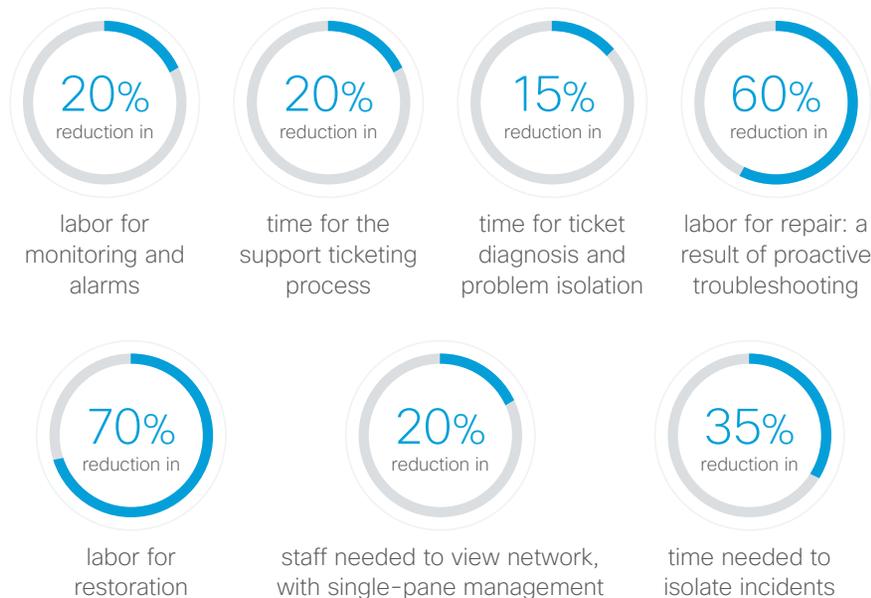
Proactive IT Management for Faster Incident Resolution

Through 2015, 80 percent of all outages affecting mission-critical services will be caused by people and processes, and more than 50 percent of those outages will be caused by change, configuration, and release integration and hand-off problems (Gartner 2010, Top Seven Considerations for Configuration Management for Virtual and Cloud Infrastructure). Thus, almost any time that a simple change is instigated, disruption of the IT infrastructure occurs.



With Operational Insights, troubleshooting is built in, making diagnoses of problems time efficient, requiring an average of 35 percent less time per disruptive event and saving 20 percent or more in human resources compared to traditional solutions.

Operational Insights saves time and resources:



Not Just Another Management Tool

Unlike the numerous SaaS and on-premises network management solutions currently available, Operational Insights is not just another tool:

- We offer a subscription to Cisco’s knowledgebase and standard ITILv3 best practices for day-2 operations.
- Operational Insights manages Cisco devices along with third-party technologies and devices, providing a powerful set of capabilities.
- Operational Insights performs big data analysis on the operational information acquired from monitored install base to continually generate new and unique actionable insights.

Next Steps

To learn more, contact operationalinsights@external.cisco.com.