

Cisco Managed Services for Enterprise Networking



Benefits

- **Reduce capital expenditures (CapEx) and operating expenses (OpEx)** significantly without sacrificing quality of service or technological advantage.
- **Gain the expertise of highly skilled networking professionals** without the time, expenses, or overhead of recruiting them into the organization and training them on the network devices in the environment.
- **Stay in the forefront of technology implementation** in the areas that affect the enterprise and its users most: digitalization, cloud-based applications and services, WAN offload, and virtualization of networking devices and services.
- **Know more and position yourself to be proactive** about optimizing and growing the enterprise network with in-depth operational reports and actionable analytics about the network's use and health.
- **Keep a sharp focus on the core business**, not just on keeping up with the enterprise networking infrastructure that supports it.

Where Is Your Focus?

Business is good, and the enterprise is growing. The investments you've made in bringing in top talent to take the enterprise to the next level are paying dividends. Productivity is up, so the future looks bright. The only question is whether your network can keep up with the pace of productivity.

It's no secret that the quality of output from your enterprise and intellectual talent is only as robust as your network infrastructure. Everything that a knowledge worker does depends on access to data, information, and services, which must be accessible all the time, every day, from all the many different locations of the enterprise network. Traditional networking has converged with mobility, digitalization, and cloud-based data and application services to create a juggernaut of technology needs. What's at stake isn't just network access—it's your core business.

So who's maintaining your enterprise network, helping ensure that uptime meets your service-level objectives for your users while adapting and incorporating emerging technologies? If you're like most enterprises running business as usual, you probably have internal IT staff and departments dedicated to trying to keep up.

And because you're probably like most enterprises wanting to staff smarter and find better ways of doing things, you've probably realized that you can reduce in-house IT costs significantly—up to 40 percent—while achieving an even greater return on efficiency by tapping into reputable managed services. Current market reports reveal that these increases in efficiency can exceed 60 percent (Markets and Markets, 30).

So why try to go it on your own? Keep your focus on your core business, and Cisco's managed enterprise networking teams will keep their eyes on your network infrastructure.

“Many large enterprises, organizations, and government entities are transforming their traditional business operations into high-performance integrated business processes with the help of managed services.”

– Markets and Markets

Managed Services Market—Global Forecast to 2019

Not All Managed Services Are the Same

The enterprise network is complicated. With the convergence of traditional networking with emerging technologies such as cloud-based applications and services, mobility, and digitalization, the mix of devices comprising the enterprise network is complex and rapidly evolving. For your users to gain the full benefits of a Cisco Powered™ network, you need to help ensure that the routing, switching, wireless, and branch WAN devices are available and optimized. That takes time, talent, and procedural know-how. Cisco® Managed Services (CMS) for Enterprise Networking brings you all these and more.

If you want to achieve in-house reduction in capital expenditures (CapEx) and operating expenses (OpEx) while continuing to maintain and grow the network, you must have three main ingredients: people, processes, and tools. CMS for Enterprise Networking is built on this foundation. No managed services provider can offer our level of intellectual talent for operating and optimizing an enterprise network.

Our ITIL-based methodology is universally accepted in the IT industry as the right framework for network readiness and service assurance. And Cisco's focus on research and development means that we use the best tools for the job, every time.

The following elements characterize the CMS for Enterprise Networking managed services offer:

- Technology coverage that encompasses the main technology components of the enterprise network: routing, switching, wireless, branch WAN, and network function virtualization
- ITIL-based activation and delivery methodology that helps ensure a smooth transition to the managed services model and enables a productive partnership for the entire lifecycle of the engagement
- Clearly defined deliverables packaged into multiple tiers according to the level of assistance required: Foundation services for basic uptime and operations; Standard services for increased visibility and operational analysis; and Comprehensive services for the enterprise requiring the highest level of network optimization, analytics, and proactive assessment and adaptation
- Global delivery enabling a “follow the sun” capability—we never take our eyes off your network
- Close interoperation with the Cisco Technical Assistance Center (TAC) and our partner ecosystem
- Standardized delivery model that can be combined with Collaboration, Data Center, and Security managed services offerings

Next Steps

To learn more about Cisco Managed Services, visit [Cisco Managed Services page](#).