# CISCO

# How to solve 4 IT challenges with the technology you already have

Your IT investments should deliver what your business needs today—reliable services, better customer experiences, innovation, and a competitive advantage. But there are challenges. Cisco has designed services directly aimed at overcoming the challenges so you can maximize your IT investments.
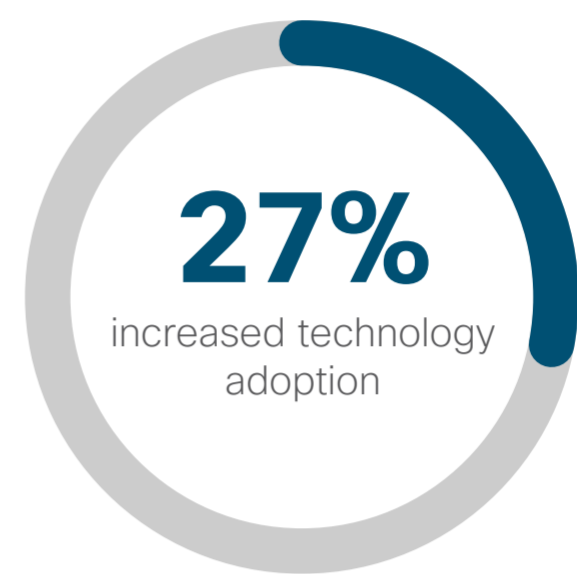
## Challenge #1: Low adoption and utilization

You have the software that can connect your employees and customers all over the world to collaborate and innovate faster—but too few people are using it.
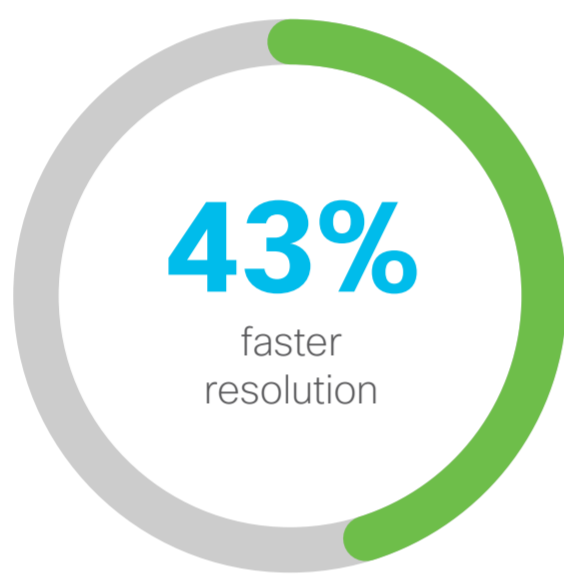
### Solution
Using advanced analytics, our designated software specialists can help guide the way to full adoption and integration into your business workflow.

Learn more about software support ›

**27%**
increased technology adoption

## Challenge #2: Solution complexity

**43%**
faster resolution

You have a faulty component. Is it the hardware or the software? Which vendor? You need to discover it and get your system back up—quickly.

### Solution
Our solution experts have deep solution knowledge and are accountable for resolving your issue—no matter where it resides—immediately.

Learn more about solution support ›
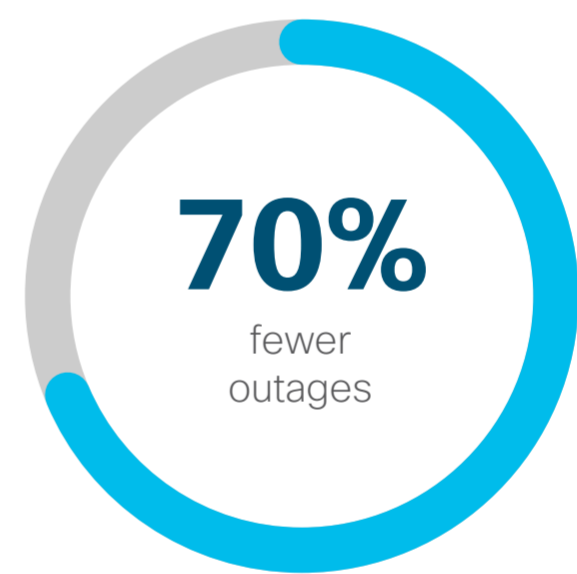
## Challenge #3: Downtime is unacceptable

When your network is down, all your customers are impacted. You need experts on your team to restore service quickly and to avoid future outages.

### Solution
Knowledgeable experts familiar with your network help you restore service quickly and use analytics to continue to improve network operations.

Learn more about Technical Services (TS) Advantage ›

Learn more about Service Provider (SP) Advantage ›

**70%**
fewer outages

## Challenge #4: Talent and resource limitations

**75%**
incident reduction

You're expanding your business globally, but you don't have the talent or resources to quickly transform your IT infrastructure and keep it running without disruption.

### Solution
Cisco-led managed services help you bridge the talent gap and transform your IT infrastructure with proactive monitoring, automated incident detection, and remote management.

Learn more about Cisco Managed Services ›

## Why Cisco?

**50M**
networks installed

**11**
consecutive years
of Excellence in J.D. Power Certified Technology Service and Support

Cisco high-value services build on the strong foundation of our award-winning product support by leveraging designated technology and solution experts to accelerate technology adoption and utilization. We can help you navigate IT complexity and bridge the talent gap to transform IT into a competitive advantage.

Learn more