Cisco Managed Services

Expand Your Capabilities without Sacrificing Control

Outsourcing IT services can be a risky trade-off. In return for relieving IT of mundane management tasks, you must hand over substantial operational control to a third party. But what if your managed service partner could help you keep your infrastructure running at peak performance without asking you to surrender the level of visibility and control you have now?

With Cisco, there's no trade-off. We bring together three decades of knowledge and experience to help you assess your needs and create a roadmap for achieving your business goals. We'll work with you to create a managed service solution that monitors availability and performance for some or all of your enterprise network, as well as your collaboration, security, and data center technologies. Together, we'll co-manage your infrastructure in a way that keeps you in control, as you manage costs and mitigate risk. Get back what you need most: the time and resources to focus on your most strategic business priorities.

Meet Business Demands While Adding Innovation

IT is under unprecedented pressure to perform. Not only must you manage and maintain the existing infrastructure, you're expected to recognize and implement business-enabling technologies, often before the business knows it needs them. Capabilities such as collaboration, video, BYOD, cloud, and virtualization are highly desirable, but meeting these demands requires a robust network and specialized expertise.

In addition, the Internet of Everything continues to create more connections that require an increasing share of your IT staff: resources that are currently allocated to day-to-day management and support of your infrastructure. You're expected to keep the business on the leading edge, without adding new resources or risk.

Prosper with the Right Partner

With Cisco, you'll benefit from an experienced managed services partner with strong enterprise network, data center, collaboration, and security expertise. And the peace of mind that essential tasks are effectively managed while you focus on innovation. You can choose and combine any of the Cisco® Managed Services in the portfolio to address your specific business needs. Our services can help you:

- Accelerate the adoption and management of new technologies
- Simplify operations by handing off responsibility for routine tasks while still retaining visibility and control
- Anticipate, identify, and resolve issues faster through automation
- Maximize high performance, availability, and utilization of technology
- Realize a return on your technology investment faster
- Proactively mitigate new risks and threats
- Focus on strategic business priorities while creating higher levels of operational efficiency
- Respond to "always on" infrastructure demands and meet service delivery commitments

Cisco Managed Services Portfolio

Cisco offers simplified and consistent managed services across four key technology areas: collaboration, security, data center, and enterprise networks. They employ software-based analytics, diagnostic, and remediation tools, as well as ITIL-based processes that deliver efficiencies, mitigate risk, and make sure that your IT services are aligned with your business needs. We'll work with you to select and combine service elements to create a customized solution that meets your specific network and technology management requirements for performance and availability.

- **Cisco Managed Services for Collaboration** helps you meet the challenges that the increased presence of virtual offices and mobile devices place on your network and collaboration infrastructure. This service provides comprehensive support for Unified Communications (UC), UC applications, Unified Contact Center (UCC), and business video. It gives you remote 24/7 monitoring, management, and elective change services for mission-critical environments. And it helps ensure a consistent user experience from any device, anywhere.

- **Cisco Managed Services for Security** helps protect your network from the threats posed by anytime/anywhere access. The service provides full-time, proactive systematic threat monitoring and management to help you discover and eliminate security issues before they affect your business. Unified policy and intelligent controls help secure data and manage users in today's complex BYOD environments.

- **Cisco Managed Services for Data Center** simplifies application and data center management, with comprehensive monitoring of Cisco data center technologies, including the complete physical and virtual environment of your compute, network, storage, virtualization, and operating systems. You'll also reap the benefits of holistic operations management, scalable infrastructure growth, increased productivity, and risk mitigation.

- **Cisco Managed Services for Enterprise Networks** offers comprehensive, active monitoring and management, plus end-to-end support for your infrastructure, including LAN/WAN, routing, switching, wireless, and mobility components. The service helps you verify performance and identify, isolate, and remotely resolve issues. Increased automation also allows you to speed the delivery of services and reduce the number of incident tickets requiring engineer-level intervention.

> "With the intelligence that Cisco Managed Services provides, the feedback cycle is 10 times faster than before, and it has reduced our time spent on data analysis and reporting by 50 percent. Every second counts, and now we can respond to network issues much faster than before."
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> — Alázs Szabó, Communications Network Lead, Raiffeisen Bank Zrt

Why Cisco?

A top U.S. retailer recently turned to Cisco Managed Services to add 24/7 remote monitoring and management of its IT and communications infrastructure and a single point of contact for incident management and reporting. The retailer was able to:

- Improve the customer experience through increased availability of network and communications
- Reduce cost of operation by as much as 15 percent
- Decrease incident ticket volume by 75 percent

Whatever your business, Cisco Managed Services can help free up your internal IT resources for more strategic projects. With an installed base of more than 50 million devices and more than 6 million customer interactions every year, we offer unrivaled services leadership in enterprise networking, communications, and IT infrastructure. Together with our broad ecosystem of partners, we can offer you smart, personalized managed services that can boost productivity and accelerate growth.

Let Cisco's flexible portfolio of managed services help you maintain your network and infrastructure as a powerful business platform and gain the upper hand on your competition. We keep costs down, risk in check, and you in control every step of the way.

Next Steps

To learn more about how managed services can make a difference in your IT organization, contact your Cisco account manager or visit us on the web.