

# Deliver Integrated Services in Hyperdistributed Environments

## Increase

customer satisfaction by accelerating response times and enhancing service quality.

## Actively manage

service levels and third parties end to end with a single point of control.

## Improve

profit margins by creating value-added service packages.

## Speed up

time to market and increase scalability with standardized integration.



Service integration helps to reduce churn and increase customer loyalty. Approximately 75 percent of clients using service integration with their service providers would renew the contract in the future, compared with just 52 percent of customers not using service integration.<sup>1</sup>

## Cisco ServiceGrid

Cisco ServiceGrid™ integrates service providers, third parties, and enterprises for automated, real-time support collaboration. It provides a holistic picture of all IT service management activities to track and process service cases end to end and enable continuous service improvement.

Source: 1. *Want to Improve Business Outcomes in Outsourcing Deals?* Outsourcing Institute, 2015



# The Cisco Solution

Cisco® ServiceGrid® provides a central point of control to manage your entire ecosystem and actively govern all aspects of service performance to improve service quality, increase customer loyalty, and differentiate your business. Automating the sharing of processes and data by eliminating manual practices and bottlenecks, Cisco ServiceGrid significantly accelerates service delivery and reduces mean time to resolution.

## ServiceGrid can help you:

- + *Integrate your service delivery partners and customers quickly to enable transparent processes*
- + *Maximize customer value and increase loyalty with improved communication, high transparency, and better service quality*
- + *Simplify support processes and ease collaboration with service partners*
- + *Identify bottlenecks, prioritize resources, and deliver the quality of service your customers demand*

## Availability

Cisco ServiceGrid is available globally from Cisco and our partners.

## For More Information

Visit [Cisco.com/go/servicegrid](https://Cisco.com/go/servicegrid) or contact us at [servicegrid-info@external.cisco.com](mailto:servicegrid-info@external.cisco.com).

## How Is It Different?

Cisco ServiceGrid uses a unique integration approach for automated multiparty support processes. Connections are built with standard workflow mappings for easy process integration. Each partner is connected to the standard Cisco ServiceGrid workflow. After being connected, ServiceGrid routes service requests to the proper partner automatically. In that way you can keep existing systems, protect your investments, and boost operational efficiency in service delivery. You are able to differentiate in the market and create value-added service packages by integrating service delivery partners and customers into your support ecosystem quickly, providing real-time communication and full visibility to your customers.

ServiceGrid provides a universal framework that works with any leading web service technology, service management application, CMDB, or asset database and all standard transport protocols.

## Why Cisco ServiceGrid?

Spending on external and internal IT services is higher than ever. Infrastructure silos, a multitiered service delivery chain, and the manual cost of integration are slowing down service providers' abilities to respond to customers in an agile and profitable way.

Cisco ServiceGrid enables you to efficiently manage your teams and third parties on which you rely to deliver services to your customers by delivering end-to-end visibility. The integration platform in the cloud provides a cost-effective and scalable way to integrate your distributed support locations, various IT service management systems, customers, and vendors.