

# Achieving Business Value Faster with Cisco Stealthwatch Services

The security landscape has changed. Threats are more pervasive than ever, and the effects of a breach can cripple an entire network, leaving highly sensitive data and systems exposed. In this new environment, an outdated security solution can't provide the scale or insight that is required, nor can it flex and adjust for the threats that will come tomorrow.

Cisco® Stealthwatch® Enterprise offers the end-to-end visibility you need to monitor your entire infrastructure and detect threats before damage is done. And with [Cisco Stealthwatch® Services](#), you will receive the support and training you need throughout each phase of the Stealthwatch Enterprise product lifecycle journey.

## Providing successful customer outcomes with Stealthwatch Services

Stealthwatch Enterprise provides comprehensive network visibility, but it can be a complex security solution to implement and deploy, depending on the complexity of an organization's network. However, when you purchase Stealthwatch Enterprise, you obtain more than just the product. You obtain a variety of services provided by the Cisco Security Services organization that focuses on the outcomes for each individual customer, their business needs, and their Stealthwatch deployment.

## Why are services important?

Securing and protecting your network from advanced threats are not easy tasks. To get the optimum support, performance and business value from Stealthwatch Enterprise, you need to make sure that it is deployed, configured, and tuned properly. We offer proactive and ongoing engagement from initial installation to maintenance and troubleshooting issues to help you achieve the most value from your Stealthwatch purchase. With Stealthwatch Services, you will benefit from our expertise, which spans the IT lifecycle at every stage in order to help reduce risk and accelerate outcomes.

## Advanced Services: primary benefits

- **Grow your business in addition to securing it** by using our deployment service to get up and running faster and error free
- **Achieve comprehensive visibility** across your network with continuous tuning, host group automation, and SIEM integration for improved threat detection
- **Greatly reduce business risk** by utilizing a highly experienced team for knowledge transfer
- **Realize your business** and security outcomes faster

## Stealthwatch Services optimal workflow



As Stealthwatch Enterprise obtains more information from your network, it improves and matures over time. In a similar way, Stealthwatch Services are designed to mature along with the solution to help the most in each phase.

## Advanced Services

The mission of Advanced Services is to get you up and running faster, so you can see a quicker return on investment and can focus on growing your business, rather than just securing it. We start by helping you with our deployment service to make sure you get an error-free setup of Stealthwatch. We help with initial configuration, as well as build reports and dashboards as needed. You can focus on growing your business, rather than just securing it.

In addition, we provide an on-site knowledge transfer to help you better deploy and manage your Stealthwatch Enterprise solution and help you identify business risks faster, ultimately providing a more rapid ROI because you are getting the full use of the product quicker.

## Educational services: primary benefits

- **Build expertise in your organization** by enabling your team with variety of learning resources
- **Build specialized team expertise** with a structured curriculum around security operations as well as roles and responsibilities
- **Stay ahead of evolving security landscape** using continuous education that puts your team at the forefront

## Support services: primary benefits

- **Resolve your initial issues quickly and effectively** through our worldwide team, 24 hours a day and 365 days a year
- **Get the proactive care you need** with ongoing support, recommendations, and consultation from our team
- **Make sure your business goals are achieved** through ongoing, consultative engagement with Support Services
- **Choose the right level of support** for your organization with Basic, Enhanced, and Premium support offerings

## Educational Services

At Cisco, we realize that one size does not fit all when it comes to training. Therefore, we provide a wide range of learning resources. Starting with the Cisco Stealthwatch Training Center, you will find a variety of learning resources available, including free on-demand e-learning for all customers.

As you become more advanced with the product, we offer additional courses as interactive virtual classes where you can obtain hands-on experience with Stealthwatch Enterprise in a virtual lab environment. You can then take advantages of our “Learning Bytes,” courses which focus on specific features of Stealthwatch Enterprise. Lastly, we provide role-based in-person training courses for focused and continued education.

All training is designed not only to help you use Stealthwatch Enterprise to its maximum potential today, but also to help provide you with continuous education on using Stealthwatch to be proactive against advanced threats tomorrow.

## Support Services

With Stealthwatch Services, you have the technical support and dedicated customer support resources required to maintain your business. Through our Technical Assistance Center (TAC), we deliver technical support 24 hours a day, 7 days a week to provide scaled assistance with installation, troubleshooting, maintenance, upgrading, and implementation of Stealthwatch.

In addition to Technical Support, our Customer Success Services team provides continuous engagement through our customer success account managers to provide you with the proactive care and support that you need to make sure that you obtain the maximum value of your Stealthwatch Enterprise purchase.

At Cisco, we want to make sure that you have the right level of support for your security solution. We have three different support options to meet your needs:

- **Basic support:** Includes 24x7 TAC support, maintenance, minor and major software updates, and anytime online support
- **Enhanced support:** Provides direct access to technical experts, configuration guidance, and prioritized case handling so that you obtain more proactive support
- **Premium support:** Provides everything in the Enhanced option, plus prioritized TAC support, designated service management, and advanced adoption assistance. Receives the fastest case handling

## Next steps

To learn more, visit <https://www.cisco.com/go/stealthwatchenterprise> or contact your local Cisco account representative.

## Keeping up with evolving security needs with Stealthwatch Services

To cope with an increasingly complex threat landscape, it is critical for you to have a trusted advisor who can help manage and reduce that complexity.

The Cisco Services organization provides a variety of services offerings to guide and support you along the way. Stealthwatch Services are customized and designed to make sure that you are obtaining the maximum value, education, and support that you need to get the most out of Stealthwatch Enterprise as it progresses through the product lifecycle.