

Cisco Connected Operations

Get the best return from your wireless infrastructure investment

Gain relevant data to drive operational decisions

Increased demands for faster innovation and better user experiences can have a downstream effect on your organization's operational complexity. You need a wireless solution that oversees operations in a connected environment—whether manufacturing, healthcare, or retail—and delivers quantifiable business value.

Cisco® Connected Operations is built around the operational business outcomes and IT objectives that you care about. Our services provide an efficient way to continuously improve your wireless infrastructure and achieve operational excellence, giving you a competitive advantage.

We can help you extract relevant network data and insights to ease network operations, lower operating costs, improve productivity, and enable new revenue streams.

You also gain the ability to deliver location-aware experiences that are deployable and manageable at scale. We help you pinpoint beacons and personal mobile devices so you always know where your customers are. And if you know where they are, you can customize their experience.

Services benefits

- Gain a better end-to-end view of your wireless network with Cisco Advanced Services tailored to meet your business needs
- Quickly assess network readiness and analyze gaps
- Reduce expenses associated with network rebuilds
- Optimize workflows for your business use cases

A framework for transforming operations

Cisco Services can help extend the capabilities of your wireless infrastructure (access points, Wireless LAN [WLAN] controllers, platform, sensors, and virtual beacons) so your WLAN can evolve, grow smarter, and be more responsive.

With Cisco Connected Operations, you get the operational and customer experience analytics you need to deliver digital personalization, location accuracy, and business insights across healthcare, retail, and manufacturing industry verticals.

Location excellence means better operational intelligence

The first step in gaining control over your wireless network operations and fostering meaningful communication with customers is to detect who's there, what they're doing, and how they're spending their time.

With Connected Operations, you can design and implement a WLAN strategy that can:

- Increase the accuracy, speed, and efficiency of your context-aware solution to locate users
- Track critical business assets on the network with an RF design and post-deployment assessments
- Use analytics, applications, and best-practice configurations to support a full-featured, high-density solution
- Leverage existing Wi-Fi infrastructure

Services that improve customer engagement

With unmatched wireless networking expertise, and industry-leading best practices, innovative automation tools, and contextual data, we can help you deliver engaging customer experiences as a key digital business differentiator.

Better insights, improved performance

We help design, implement, and run your wireless infrastructure and operations—intelligently, effectively, and efficiently. Our Advisory, Implementation, and Optimization Services work to make sure that you get the best returns from your WLAN infrastructure investment.

Advisory Services: Our consultants show you how to take your strategic plan to the next level with services that include:

- **RF Site Survey and Design:** Assess, design, and build a solid WLAN RF infrastructure as the foundation for your wireless network.
- **WLAN Design Services:** Align your business and technical requirements and make sure you get the best value from your WLAN deployment. We help evaluate your current environment, identify areas of risk, highlight opportunities for improvement, and determine next steps for a successful migration.
- **Operational Consulting Support Services:** We work closely with you to understand desired business outcomes and provide guidance on creating new rules and/or reports to achieve those outcomes.

Implementation Services: We provide the expertise to fully deploy WLAN location services to enable new ways to accurately engage with your customers.

We implement, validate, and test your wireless infrastructure, analytics features, applications, and best-practice configurations to support a full-featured, high-density solution that will keep users connected.

Optimization Services: Your business demands operational efficiency, predictable performance, and simplicity in an increasingly complex network infrastructure. Our Business Critical Services for WLAN deliver expert insight into issues affecting your WLAN, so you can quickly troubleshoot wireless performance and securely respond to any identified issues.

Next steps

For more information, visit <https://www.cisco.com/c/en/us/products/wireless/service-listing.html>.

Business use cases

Healthcare

Equipment inventory tracking:

- Equipment inventory tracking: Avoid loss of medical equipment and save money by reordering stock only as it runs low

Safety and compliance:

- Save costs by making sure your devices are in compliance with CDC

Workflow optimization:

- Improve efficiency and save costs by understanding your staff flow and dwell

Manufacturing

Device-level telemetry:

- Reduce maintenance and inspection costs by automating data collection and monitoring of your equipment

Machine utilization:

- Improve efficiency by enhancing your equipment paths of operation

Workflow optimization:

- Gain efficiency by understanding your staff flow and dwell

Retail

Cart and basket tracking:

- Save staff time dedicated to locate carts and baskets

Monitor valuable assets:

- Attach telemetry tags to refrigerators to monitor their condition (temperature, humidity, etc.)

Workflow optimization:

- Enhance productivity, lower costs by knowing staff flow and dwell