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CISCO

Customer Success Metrics

Customer Success Metrics securely sends metadata to Cisco so that the Customer Experience organization can assess vital information regarding the health, performance, and usage of your system.

By having more insight into the usage of your system, Cisco can then help identify if there are any issues with deployment or implementation, which can lead to faster resolution.

Customer Success Metrics allow your Cisco® Customer Experience organization to proactively help you monitor the health of your Cisco Stealthwatch® deployment and provide helpful insights.

This allows you to maximize the value you receive from Stealthwatch.

Benefits	Results
• Assess the health of the Stealthwatch deployment and supply optimization best practices • Detect potential issues and provide actionable recommendations • Proactively engage the Cisco Technical Assistance Center (TAC) for problem identification and resolution • Easily connect to Stealthwatch engineering expertise	• Inventory – Stealthwatch Infrastructure (as well as patches and versioning) • Metadata about system performance, such as cache sizes and query times • Total flow rate usage – Provides a summary of total flows in a deployment as well as per flow collector • Query report adoption – Provides a summary of queries, query types, and how they are being used

What do we measure?

The Cisco Customer Experience Organization will collect the Customer Success Metrics and analyze the data. Metrics include:

•Metadata on cache utilization for Flow Collector, User, Session, and Hosts

•Flow Collector Security Events Cache Utilization

•Flows Rate Usage

•Stealthwatch Management Console (SMC) Query Report Performance

What's the process?

The Customer Success Metrics can be easily enabled for Stealthwatch Management Consoles (SMC) and Flow Collectors using Central Management in the web UI of the SMC.

•The data is also available in a .csv file accessible on your appliance.

•Check out the Cisco Stealthwatch Customer Success Metrics Configuration Guide version 7.0.

•Please see the Stealthwatch Enterprise Privacy Data Sheet in the Cisco Trust Center for more information.