

Cisco Business Critical Services for Healthcare

Reimagine your IT to redefine healthcare in the digital era

In the last few years, healthcare has changed dramatically with the rapid pivot to remote and hybrid work models, virtual telehealth patient care options, and innovative care delivery models. For example, telehealth has increased more than 200 percent for certain specialties like behavioral medicine.¹ Hybrid models that blend live and virtual care are also becoming more common. But as healthcare institutions return to normal operations, it is clear these changes are here-to-stay. This is attributed to the increased timeliness, greater patient convenience, and higher quality of care enabled by telehealth.²

Plus, with the explosion of remote work, healthcare organizations gain benefits such as access to the best talent, regardless of geography, and the ability to promote healthcare provider work/life balance while easing the risk of burnout.³ All these changes mean more dependencies on the network, however, and new demands on IT. In a 2021 survey, IDG Communications found that 92 percent of IT leaders have increased network bandwidth capacity to accommodate an influx of connected devices from virtual doctor visits, pop-up clinics, and new work-from-home requirements.⁴

But, with expanded network access comes increased security risk. The number of sites impacted by cyberattacks more than doubled last year,⁵ and the cost of a data breach in healthcare averaged over \$9 million, higher than any other industry.⁶ Your organization cannot afford these costs, yet an alarming 73 percent of IT leaders say they are unprepared to address vulnerabilities or respond to cyberattacks.⁷ Are you?

At the same time, data-driven patient care is accelerating. More providers are developing AI-based solutions and algorithms and increasing the number of IoT and personal devices on the network to support predictive and personalized healthcare while scaling value-based care. IDC forecasts that by 2023, 70 percent of healthcare organizations will fail in their attempts to scale value-based care models unless they invest in data-driven governance, operations, and infrastructure.⁸

As healthcare organizations like yours have shifted their strategy to embrace new models of providing virtual patient care, maintaining network performance, security, and resiliency has become more important than ever. But research shows that it takes roughly 117 days to fill a position, and many teams are not trained for mobile environments, intrusion detection, attack prevention, forensics, or testing in various healthcare settings.⁷

Do you have the IT skillsets you need to meet the needs of telehealth, hybrid workforces, and medical IoT while keeping your network running smoothly?

To enable new telehealth models, hybrid workforces, and connected devices today as well as meet your constantly evolving healthcare needs tomorrow, you need an integrated strategy and a skilled workforce. And you need the ability to unlock increased capacity and resources to scale as your requirements and goals change and your business grows.

Cisco® can help.



The average cost of a data breach is higher in healthcare than any other industry (over \$9M),⁴ yet 73% of IT leaders report being unprepared to address cyberattacks or vulnerabilities.³

Sources

¹Becker's Hospital Review, 2022

²American Hospital Association, 2022

³Forbes, 2022

⁴IDG Communications, Healthcare IT Survey, 2021

⁵HIPAA Journal, 2021

⁶IBM, 2021

⁷Black Book Research, 2020

⁸IDC, FutureScape Healthcare: Predictions 2022, 2021

Benefits

- Protect your patient data and your business with expert assistance for IT threat management, incident response, risk mitigation, and breach and attack simulation
- Preempt issues and improve your healthcare IT with an ongoing analysis of your Cisco infrastructure and application environment
- Learn best practices for telehealth solutions deployed in your environment and increase the proficiency of your IT teams through expert knowledge transfer
- Maximize ROI and drive transformation with healthcare IT expertise throughout the technology lifecycle, powered by analytics, insights, and automation
- Scale to meet evolving healthcare requirements as your business grows, with Cisco expertise on your side throughout the lifecycle

[Cisco Business Critical Services](#) gives you access to an elite community of world-class experts with a proven track record of accelerating and maximizing business value for healthcare organizations. These services provide trusted expertise—powered by our proprietary analytics, insights, and automation—to help you reimagine your healthcare IT for growth, agility, and innovation. Our new operational model empowers your IT teams with the guidance and information they need to modernize and rearchitect healthcare IT.

We share knowledge and insights into your collaboration and other healthcare technology solutions to reduce risk and improve performance by providing ongoing consulting, data-driven reviews, operational insights, and continuous expert guidance. Our skilled team helps you build resilient, adaptive, and transformative IT, at every step of your lifecycle journey, so you can consistently support your evolving healthcare needs while running better, safer, and faster.

With Cisco expertise on your side to help optimize your IT environment to enable continuous innovation and business transformation, you can meet the demands of your patients and providers today, while also being ready to deliver quality healthcare with whatever comes tomorrow.

Get more from your healthcare investments

Insights powered by analytics and automation to help optimize your healthcare IT

By choosing Cisco Business Critical Services, you can continue to evolve your healthcare IT strategy to enable a seamless experience for patients and providers while maintaining high performance and security—even through growth and change. We help you achieve the healthcare outcomes you want by providing:

- Data-driven insights on your strategy for telehealth software and other healthcare IT solutions.
- Expert security assistance for threat management, incident response, risk mitigation, and breach and attack simulation.
- Real-time consultation from Cisco experts to address change planning, configuration, and implementation of new telehealth features.
- Hardware and software lifecycle management and upgrade planning support.
- Webinars and coaching sessions delivering Cisco recommendations for leading healthcare solutions.
- Specialized Expertise to fill skillset gaps and address your changing needs.

Available tiers

Offered as 12-month or multi-year subscriptions covering the full IT lifecycle, Business Critical Services are available in three prepackaged tiers of service—Essentials, Advantage, and Premier, all with National options—plus Specialized Expertise offerings including Scrum Services and Expert-as-a-Service to help you create an adaptive workforce ready to address your evolving healthcare needs.

Essentials

Essentials provides access to analytics, insights, and automation to help optimize performance and de-risk IT. Through 18 engagements or more a year with Cisco experts leveraging deep analytics that provide predictive, data-driven insights, you can build a resilient, stable, and secure IT environment to enable effective patient care. This tier includes:

- **Operation Insights Review:** Reduce risk and meet compliance requirements by identifying and proactively mitigating issues within your healthcare IT infrastructure.
- **Change Window Support:** Implement changes with more confidence with real-time, remote guidance from our experts before and during scheduled change windows.
- **Ask the Experts:** Grow your team's skills with unlimited access to a catalog of webinar sessions to help you onboard, implement, use, adopt, and optimize Cisco solutions.

Advantage

Advantage accelerates transformation and adoption of healthcare IT through access to Cisco analytics, insights, and automation, with more engagements than Essentials. By engaging with Cisco experts 42 times a year or more, your IT teams can create the right architectural strategy and plan and engineering design, as well as conduct effective implementation and testing to achieve your technology goals for telehealth and other healthcare solutions. This tier includes same categories of deliverables of Essentials plus:

- **Expert Review Workshops:** Leverage a variety of reviews for Strategy, Design, Resiliency, Testing, and Audit to integrate Cisco best practices for IT performance, availability, and growth.
- **Expert Incident Review:** Improve the stability, security, and performance of your technology solutions with expert reviews of trends and remedies for high-priority Cisco TAC cases.
- **Accelerators:** Engage in remote coaching sessions to gain expert recommendations to increase in-house knowledge and promote alignment of your healthcare technology with your targeted outcomes.

Premier

Premier offers all the capabilities of Advantage but is expanded to deliver the continuous insights and expert guidance you need for your healthcare solutions.

You get flexible engagements—when, where, and how you need them—to address your unique technology requirements and allow you to align resources with the changing priorities of healthcare. With Premier, you can proactively prepare for change and scale your healthcare IT as needed while you work to make your infrastructure more resilient, adaptive, and transformative to support your unique business requirements.

National

Do you need to address high security and data sovereignty requirements?

With Essentials – National, Advantage – National, or Premier – National, you can safeguard your business by having our services delivered by local Cisco experts with appropriate security clearance.

Choose this tier subscription for:

- Global in-country Cisco experts with local citizenship or residence
- Security clearance options
- On-premises analytics option using an air-gapped data collection tool

Essentials – National is an entry-level National version specifically designed for global Public Sector customers including Public Healthcare.

What's in the tiers

Business Critical Services lifecycle portfolio plus engagements

	Essentials	Advantage	Premier
 Operational Insights Review	12 sessions per year and 20 reports annually	24 sessions per year and 30 reports annually	Flexible
 Ask the Experts	No limit	No limit	Flexible
 Accelerators	Not applicable	6x per year	Flexible
 Expert Engagements	6 engagements annually from list below	12 engagements annually from list below	Flexible
 Change Window Support	Flexible	Flexible	Flexible
 Expert Review Workshops	Not applicable	Up to 5x per year*	Flexible
 Expert Incident Review	Not applicable	Up to 1x per quarter	Up to 1x per quarter

Expertise throughout the lifecycle powered by analytics, insights, and automation

*Consumed one at a time

Specialized Expertise

Specialized Expertise gives healthcare organizations of every size the resources needed to create an adaptive workforce to fill skillset gaps. Services are backed by Cisco’s proven approach and a top talent pool with access to cutting-edge intellectual capital, tools, and best practices. You gain access to leading expertise, powered by Cisco analytics, insights, and automation, to help you drive innovation, speed technology transitions, and solve complex problems.

Scrum Services: Proactively address your top initiatives throughout the lifecycle with flexible IT engagements that allow you to easily adjust skillsets to match your evolving needs, with project focus areas including cloud transformation, security, and threat management, and much more. Our Scrum Services can be sized up front to support focused engagements or help handle unexpected events as needed, such as rolling out a full-scale telehealth solution or major change. This allows you to prioritize skillsets based on specific needs and quickly pivot to the most strategic or urgent projects.

Expert-as-a-Service: Close talent gaps with the precise expertise you need to perform at peak levels. You can right-size and align resources with the complexity, scope, and duration of your specific use case, and match the capabilities of our expert to your project and required capabilities. Choose a Solution Architect for domain knowledge and architectural design and support, a Consulting Engineer for hands-on confirmation of your Cisco technologies, or a Project Manager for large strategic projects that require end-to-end delivery management and team coordination.



Next steps

Do you have the right knowledge, tools, and performance insights in place to power your ongoing digital transformation? As your healthcare needs continue to evolve, you will need to address technical, product, and change management requirements.

Let our Cisco Business Critical Services experts, powered by analytics, insights, and automation, help you reimagine your healthcare IT for agility, growth, and innovation.

Speak with your local Cisco account representative or authorized Cisco partner today and find out more. Or visit <http://cisco.com/go/bcs>.