



# Managed Enterprise Networks

## Overview

Managed Enterprise Networks operates all segments of the customer's network, including campus, branch, data center edge, and connectivity to the cloud. A single point of contact for Cisco, third party technologies, and carrier management accelerates incident resolution and reduces operational complexity. Industry-leading automation, orchestration, and assurance provides predictive network analysis, while improving network and infrastructure management efficiency. Exceptional network visibility, stability, on-demand reporting, integration with customer processes, and end-user satisfaction helps organizations boost productivity, make better, faster decisions, and enhance business agility.

## Technologies

- LAN/WAN
- Wireless
- SD-WAN
- Cisco® DNA Center
- Optical
- IoT
- Network Virtualization

## Benefits

- Expert managed operations increases security, service quality, availability, reliability, and compliance
- Single point of contact for Cisco and third party technologies reduces complexity
- Carrier management with Letter of Agency simplifies vendor management, enabling faster resolution of incidents
- On-demand reporting enables better business decisions
- ITIL principles and Cisco best practices help ensure a consistent experience for employees and customers

# Customer success story

## Large retail

### Customer challenges

- Replace aging network system experiencing lengthy outages
- Partner with a single, industry-leading service provider to deliver an integrated solution to reduce complexity
- Enhance network insight to improve operational and financial efficiency

### Cisco Services solution

- New network platform supporting 90,000 network, wireless and third-party devices, and 30,000 access points across 2,200 stores
- Migrated legacy branch network to a virtualized SD-WAN solution

### Business outcomes

- Stabilized network, significantly reduced outages, and improved network insight, uptime, and mean time to restore by 51%
- Single service provider reduced complexity

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## Why Cisco

- Cisco is the world leader in network security, virtualization, cloud computing, routers, switches, WLAN, and other advanced networking solutions and technologies
- Intellectual capital and automation capabilities development based on over 30 years of experience in networking
- Industry-leading SLAs with up to 99.999% availability
- Over 90% of incidents are detected and resolved proactively

## Next steps

For more information on Cisco Managed Services, visit [cisco.com](https://www.cisco.com), or contact your sales representative.