

# Business Critical Services Financial and Banking Industry



## Digitizing the financial experience

Digitization in today's financial world is key to attracting and retaining clients, and critical for growth. It's driving new customer experiences--and the need to transform processes. You need more agile service capabilities. Secure data and transactions are critical, with increasing touchpoints driving more security needs. Regulatory compliance requirements grow, pushing greater process and the need for automation.

Improved outcomes impact your customers' experiences and your bottom line. In today's digitized world, your business and technology must align like never before. You need to build on a foundation that can help you innovate at speed, keep up with change, work across silos, and prepare you for what is coming next. You want easier, automated compliance. Data and transaction security is vital. We can help you drive operational proficiency, improve network availability and save countless hours. Cisco Business Critical Services empower you to preempt risks, and navigate the quick technology transitions in today's digitized world.

## Benefits

Becoming a digital operation is a journey, built on testing, learning, and course correction. With our Business Critical Services we can partner with you to achieve your digital transformation goals. Extraordinary outcomes are closer than you think.

- Automate compliance
- Decrease costs and risks
- Automate fault management
- Increase network availability
- Achieve operational proficiency
- Automate IT management
- Gain insights with analytics
- Protect against security threats

Innovation is at the heart of our Business Critical Services portfolio. Business Critical Services include more than 100 services to choose from that can help you build and execute a plan to truly enable a digital customer experience transformation. Increase performance, efficiency, and security in your technology environment. Enable customers to interact as they choose. Connect and personalize experiences across channels. We've highlighted some of our new service innovations below that have been designed to optimize your environment for digital transformation.

## Compliance and remediation

Enhancing compliance and reducing risk are goals for any finance organization. We can help. We assess your goals and requirements against internal and external standards. Then we enhance your compliance with actionable insights, recommendations, and automated remediation, and identify security gaps and remedies. We also facilitate audits and automate remediation for software upgrades and large configuration projects, as well as regulatory and industry standard compliance. Our Security Compliance service helps you institute risk and compliance management strategy while reducing OpEx and avoiding potential liability. With our help, you can speed software, configuration and regulatory compliance without the need for human intervention, while reducing cost and risk.

## Foundational Analytics

Realize true operational proficiency with our Foundational Analytics. We provide visibility, analysis, and insights into system software and operational gaps to address in order to optimize your Cisco network and application architecture.

With Health Insights, we listen to your needs and concerns. We gather analysis and insights against best practices to identify gaps and provide recommendations to optimize operations of your Cisco technology. We also help assess the effectiveness of your Cisco environment for planning current and future changes.

Our Technology Assessments identifies gaps and provides recommendations for optimizing the capacity, reliability, general performance, and/or security of your Cisco technologies. We assess for resiliency, capacity, network device security, and collaboration security, just to name a few.

## Security Incident Response Services

Build an organization that's resilient to security threats and breaches with our elite security team. We combine industry-leading tools with access to Talos threat intelligence to avoid security incidents. Security incidents are not only costly, they can expose sensitive information that is required by law to be protected. Our flexible incident response retainer protects you in the case of a breach, and gives you the ability to improve your proactive defenses with assessments and tabletop exercises.

## Advanced Analytics

Gain insight and foresight, achieve business continuity, increase performance and make informed decisions, faster. With Advanced Analytics we apply predictive analytics tools and techniques to understand your operations at a deeper level, including identification of patterns, trends, and anomalies, customized applications, and third-party coverage. We provide insights, recommendations and implementation support for improving customer application and service ongoing strategy, architecture and design, feature selection, configuration requirements, health and performance, and product installation or updates.

## Threat Mitigation

Our expert team helps make your business ready and resilient when facing cyber threats and data breaches. We have developed proven processes, mature methodologies, and sophisticated technology backed by industry-leading Talos threat intelligence to enhance your security incident readiness and response. Our Incidence Response Retainer is a flexible offering of specialized proactive and reactive expertise. We work with you to evaluate existing plans, develop a new plan, and provide rapid assistance when you need it most.

## Automated Fault Management

Quickly recognize issues that could interfere with your network's efficiency and availability. Manual operations impede results and transformation, causing resource depletion, costly errors, and a lack of visibility. Our automated fault management works behind the scenes to recognize potential network problems, then alerts the appropriate people to resolve them. Smart, real-time automation via encrypted transfer notifies TAC and NOC of the information they need to perform remediation tasks for both potential and actual issues. You are alerted to potential issues, reducing downtime, improving availability, and saving you countless hours of troubleshooting and case management.

## Operational Proficiency

Implement technology while mitigating risk by increasing the skills and knowledge of your Cisco technologies. Organized around four key management areas—Instrumentation, Metrics, Operations, and Knowledge—we help you align solutions with priorities. Improve decisions through advanced metrics. Identify and resolve operational gaps. And enhance technical knowledge and skills.

You get analysis and recommendations for improvements to your operational process, helping you drive new levels of maturity in tools, process, capabilities, resources, skills, and knowledge.

**“We need to deliver new experiences to our customers, and to transform the way we work to be able to build things at a different speed.”**

**–Ignacio Bernal, Global Head of Architecture and IT Innovation, BBVA**

### **Differentiators/Stats**

Business Critical Services help you liberate your IT operations, so you can truly innovate and transform. We can help you simplify complexity, optimize IT, and reduce OpEx. Our expertise and innovations in analytics, automation, and security help you get the most out of your digital transformation. Our customers are experiencing:

- 74% reduced downtime
- 21% lower operating cost
- 262% ROI over 5 years

And our new automation tools and processes reduce compliance costs and risk by completing changes at 99.89% accuracy and without human intervention, saving thousands of hours. We’re invested in your success.

### **Why Cisco?**

Cisco empowers innovation, helping you simply and securely transform your organization.

- We have nearly 3500 CCIE® certified engineers with an average of 10 years’ experience each. That’s 35,000 years of experience and technical expertise upon which to draw.
- On select offers, we have operations managers as well as solution validation, support, and technical engineers with the security clearance you need to run, test, maintain, and design your solutions so they operate optimally.
- We have the hard-to-find technical talent in the areas where you have need.
- We provide access to vast intellectual capital derived from 3 million connected devices, 2500 best practices rules, and aligned with 11 different industry and regulatory standards.
- We are industry innovation leaders who have successfully navigated technology transitions for more than 30 years.
- We have 11 consecutive years of recognition by J.D. Powers for excellence in customer service.

### **Next Steps**

Extraordinary outcomes are closer than you think. Find out more about the next generation of optimization at [Cisco.com](https://www.cisco.com).