How to Buy

Cisco Business Critical Services

for Service Providers

Foundation

Acceleration

Transformation

Transform faster, smarter, safer

As a Service Provider, developing a technology strategy that encompasses intent-based networking, delivers operational insights, enhances user experiences, and helps you make timely, reality-based business decisions can be challenging. To handle increasing network traffic, automation, security threats, 5G, IoT, and new technologies you need:

- Pervasive intelligent insights
- Secure business process automation
- Flexible, software-centric business models that address customer experience.

The answer is closer than you think. We built Cisco® Business Critical Services to harness the power of today's technologies such as machine learning and artificial intelligence and paired it with the elite expertise you need to make it work for you. Navigate the constantly changing landscape of technology and business models with the precise mix of services that move you to a secure, efficient, and agile framework.

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Challenges

- **Complexity:** The ability to adapt goes down as complexity goes up.
- **Time:** Making the time to implement changes is getting harder.
- **Costs:** Skyrocketing costs are getting increasingly difficult to keep under control.
- **Expectations:** New technologies mean customers want better experiences today.
- **Expertise:** Finding the right talent in today's competitive landscape is tough and expensive.

Three paths to success

Business Critical Services provide a unique transformational framework of three customizable capabilities: foundation, acceleration, and transformation.

Foundation: Strengthen your infrastructure and securely stabilize your business to speed cost efficiency and compliance with our actionable analytics, automation, security, compliance, and remediation services.

Acceleration: Gain the agility you need with faster technology transitions. Get to market faster, generate revenue more quickly, and protect your data from advanced threats and vulnerabilities with design and validation, service deployment, custom integration, orchestration, and automation services.

Transformation: We help you set a transformation agenda and a strong strategy so you can elevate customer experiences and enhance in-house skills. You can improve experiences for both your customers and your workforce. And great experiences inspire loyalty: something every business strives for.

Predict opportunities, preempt risks, and navigate technology transitions

Achieve extraordinary outcomes with Business Critical Services. The following are a few of our new service capabilities:

Foundational analytics

Improve reliability and performance by viewing your infrastructure analytics with our integrated analytics portal. You get continuous visibility with proactive monitoring and alerts and an engineer to help you prioritize recommendations for faster issue resolution and reduced downtimes.

Service assurance insights

Gain predictive insights and correlation of performance, quality, capacity and utilization to help address such issues as service degradation and sub-optimal user experience. We provide analysis and recommendations for remediation so you can realize performance and operational gains.

Regulatory and industry standard compliance

Using Cisco intellectual property and operational expertise, we measure network configurations and infrastructure against a comprehensive library of standards and seamlessly provide a continual measure of compliance and the ability to quickly remediate issues. Our compliance reports help you understand organizational, commercial, and regulatory compliance across your entire network. With this depth of visibility, you can resolve issues more quickly, increase efficiency, and reduce risk.

Automated fault management

Get accurate fault detection and automated case submission. Automation makes sure network errors get fixed with minimal effect to your IT staff, and problem resolution begins even when your team is away.

Business Critical Insights

Deliver near real-time analytics and continuous visibility with Business Critical Insights, our new cloud-based analytics portal. You gain advanced network monitoring and analysis capabilities that enable service providers to improve network quality and capacity utilization.

Validation test strategy and automation

Prepare to operate new technologies. We'll help you develop a test plan based on your software strategy, platforms, topology, protocols, and configurations. Our automated test cases help you simplify service deployment.

Transformation management office

We can facilitate best practices, processes, tools, and methodologies that identify, motivate, and achieve value-based business transformation. Cisco expertise and resources help align and prioritize your projects and program portfolio with a strategy for innovation to realize maximum ROI from your Cisco and third-party solutions.

Benefits

- Reduce complexity and cost through automation, orchestration, and technical expertise
- Accelerate business agility and transformation with advanced analytics and strategic architecture planning to deliver critical insights on infrastructure and applications
- Enhance security with proactive threat management
- Reduce risk through automated compliance and remediation services

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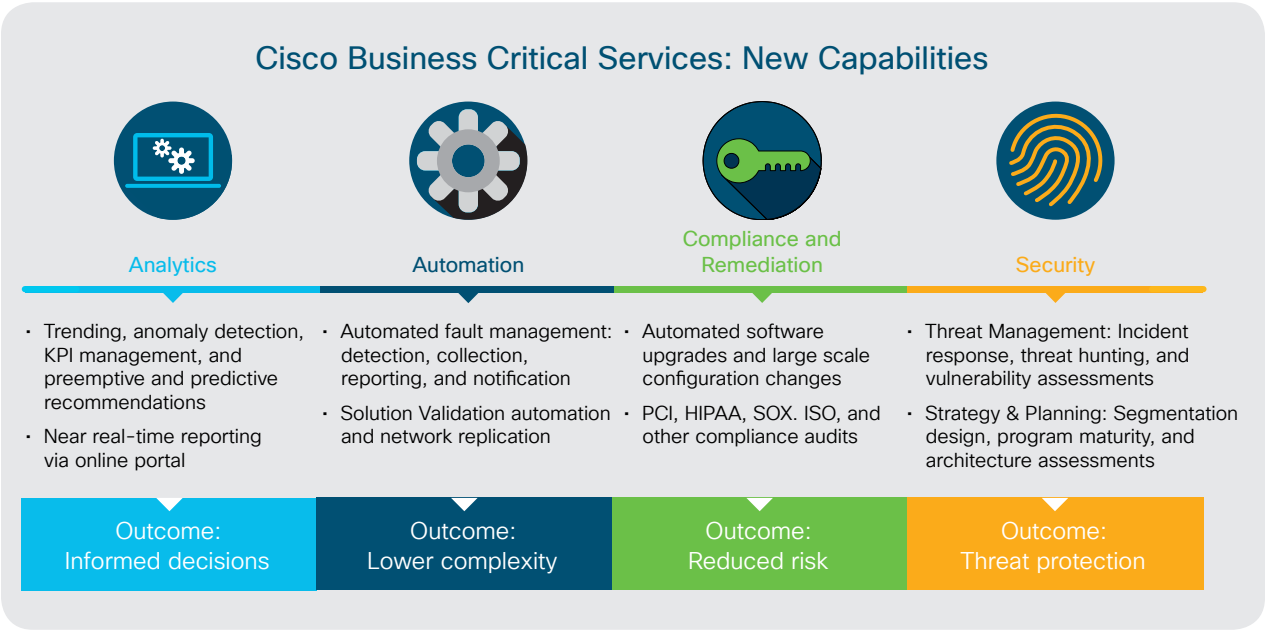
Delivering even more capabilities in analytics, automation, compliance, and security



Next Steps

Whether you want to build a stronger infrastructure foundation, enhance agility, or transform the way you do business, you need Business Critical Services. or more information, connect with your Cisco Services representative or Cisco Partner to start the conversation, and learn more.

How to buy

To view buying options and speak with a Cisco sales representative, visit www.cisco.com/c/en/us/buy.