

# Cisco Classified Remote Managed Services



## Benefits

With Cisco Classified Remote Managed Services you can:

- Speed up the productivity and business benefits from technology
- Improve network availability and performance and the efficiency of IT staff
- Reduce operating expenses by improving operational processes and tools
- Reduce incidents and lessen downtime with proactive network monitoring
- Rely on a 24-hour network operations center (NOC) and service desk to handle incident management, problem management, change management, configuration management, release management, and security administration
- Relieve your IT staff of many responsibilities so it can focus on strategic mission-critical priorities

The larger your IT infrastructure, the more complex it is to manage and support. Add to that the rapid pace of change and expanding scope of IT in this digital age, and it is easy to see why IT staff can get overwhelmed with daily monitoring, management, and troubleshooting tasks. To remain strategic while also maintaining and optimizing their existing infrastructure, many IT leaders turn to a trusted partner for help. If your organization has special security, data protection or classification requirements, that partner is Cisco Classified Network Services.

## Classified Remote Managed Services

Classified Remote Managed Services (CRMS) is at the core of all our managed services offerings, enabling Cisco to provide Day 2 operations and maintenance services from our secure enclaves, including those with IL2, 5, 6 and FedRAMP High certifications.

Services include:

- Remote Monitoring
- 24x7 NOC/Service Desk
- Incident Response
- Problem/Change Management
- Configuration and Release Management
- Security Administration

Our experienced staff, high-touch processes, advanced technology and automation tools combine to provide you with the highest service reliability. Because we follow ITIL best practices for IT service delivery and effective, timely configuration management, you can be assured that your network is always up to date. Our ticketing and configuration management services can also easily integrate with your existing IT service and help desks for centralized management and reporting.

## Delivered from Our Secure, U.S. Enclaves

Our infrastructure comprises:

- Dedicated facilities
- U.S.-based locations
- Accredited (ICD 705) information facilities
- Classified voice and data communications
- Highly secure vendor portal
- Highly secure case management
- Classified storage
- Classified labs
- Hosted services
- OEM vendor-agnostic test and support capabilities

CRMS provides tight integration and consistency across our current managed security, collaboration and network services, and provides the backbone for future “as-a-service” delivery models.

CRMS can help you increase the performance and reliability of your existing infrastructure and lower your total cost of ownership, and better prepare your transition to the utility-based pricing of infrastructure-as-a-service—where you pay only for the services you require with little to no capital expenses.

## Why are Classified Remote Managed Services So Popular?

Cisco’s large, highly skilled organization bolsters your IT environment with expertise across multiple technologies and vendors. We deploy solutions and fixes quickly. Change management issues such as untested software upgrades loaded onto the network become a thing of the past. Your IT staffing challenges are eliminated. The time to resolution of issues and incidents decreases dramatically. Standardization lowers network complexity and makes way for greater efficiency at less cost.

## Management Tailored to Your IT Environment

Cisco Classified Remote Managed Services are individually tailored to meet your organization’s specific needs. If you require a completely outsourced managed services relationship as a cloud service, Cisco can provide it. If you want us to manage or co-manage portions of your network environment in conjunction with your own network operations center (NOC), no problem. Need us to manage your network security? We’re up to the challenge. Do you want to transition to Network as a Service (NaaS)? We will be your trusted partner.

Do you have new technologies to integrate and support? A specific level of data protection in mind? We begin by asking these and many other questions to determine an end state where your needs are fully addressed and benefits can be quantified. Our team follows Information Technology Infrastructure Library

(ITIL) practices for IT service management. We align IT services with the needs of your business.

Our suite of monitoring and management services includes:

- Cisco foundation technologies like WAN and LAN and IP telephony
- Cisco TelePresence® technology
- Cisco data center at classification and compliance
- Cisco routing and switching
- Cisco security solutions
- Cisco unified collaboration, including the Cisco Unified Contact Center

## Proven in Vertical Market Environments

We have been providing the same type of high-touch remote monitoring, management, and support to public sector agencies and businesses for decades. The results are truly impressive.

- A large healthcare provider cited a 71 percent reduction in costs by outsourcing the management of a nationwide network and its security architecture to Cisco.
- A financial services firm chose Cisco to manage unified communications services as a cloud service and related support to more than 70,000 users and 750,000 endpoints.
- A large retailer relies on Cisco to remotely manage its LAN/WAN infrastructure that spans 5,000 stores with 160,000 endpoints and 10,000 routers and switches.

## Choose from Two Service Tiers

Choose between Standard and Comprehensive tiers of service based on the needs of your organization. The Standard tier includes Tier 0 service desk, Tier 1 monitoring and notification, and Tier 2 and 3 incident response and reactive problem management. The Comprehensive tier adds proactive problem management, and deeper analysis and reporting to uncover root cause and trouble-ticket trends.

Services	Standard	Comprehensive
Transition Planning and Support	✓	✓
Service Asset Verification	✓	✓
Event Management	✓	✓
Incident Management	✓	✓
Change Management	✓	✓
Emergency Change Execution	✓	✓
Engagement Management	✓	✓
Operations Support Portal	✓	✓
Standard Level Reporting	✓	✓
Reactive Problem Management	✓	✓
Quarterly Service Review	✓	✓
Capacity Reporting		✓
Performance Reporting		✓
Service Level Objectives		✓
Proactive Problem Management		✓

## Discover Multiple Benefits and New Outsourcing Options

Cisco Classified Remote Managed Services are at the heart of our portfolio of managed services for the public sector. We provide consistent monitoring, management, incident response, change management, and reporting to deliver performance and reliability. The result? Higher end-user satisfaction.

These managed services can also be an excellent starting point on your journey to network as a service (NaaS). With Cisco assuming responsibility for the management of your on-premises infrastructure, you can:

- Increase your return on capital investments
- Clearly outline the solution architectures that support your near-term and long-term business goals
- Determine the ownership model that best suits your business
- Deliver the right bundles of services to the various user communities within your organization when and where they need them
- Establish a transition plan to migrate to new architectures and “as a service” model
- Drive and deliver measurable business value starting on day 1 of your partnership with Cisco

### Next Steps

For more information on Cisco Classified Remote Managed Services, contact your Cisco account manager or email us at [cns-request@cisco.com](mailto:cns-request@cisco.com).