Classified Network Services

You know IT must become more agile. Faster. Better aligned with your organization’s strategic mission. You’ve thought of outsourcing technical support, even complete operations management. Like everyone else, you see the advantages of new as-a-service delivery models. But you also have special requirements for data protection, U.S. sovereignty, or delivery at classification. Welcome to Cisco® Classified Network Services, a portfolio of customized high-touch support and managed services for organizations with strict U.S. security compliance requirements.
Overview

New digital technologies are transforming business at a pace that is difficult for even the largest IT organizations to keep up. Not only are IT leaders tasked with charting a course for faster, more agile service delivery and better business alignment based on these technologies. They often must do so with less. Less budget. Less staff. Less experience. Meanwhile, those very same resources are required to ensure the security, performance, and availability of their current legacy investments.

To meet these challenges, IT organizations are turning to managed service providers (MSPs) more than ever before. Today’s MSPs provide a wide range of services, from outsourced technical support and remote management of customer-owned infrastructure to utility-like delivery “as a service” over public, private, or hybrid clouds.

For organizations running on classified networks, or with other special data protection considerations, they need a partner that is not only an expert in the technologies they wish to deploy but can also meet their stringent regulatory requirements for data protection, sovereignty, and delivery at classification.

Introducing Cisco Classified Network Services

Cisco Classified Network Services was created in the aftermath of 9/11 to deliver rapid-response technical support to the U.S. Department of Defense (DoD). Today we offer a broad and expanding portfolio of customized solutions and services to the U.S. public sector, and to any organization with unique data protection and classification requirements.

We can help you take advantage of industry-leading Cisco services and cloud-based solutions, customized to comply with your specific security requirements.

Delivered from Secure U.S. Enclaves

All Cisco Classified Network Services are delivered by U.S. citizens with the proper security credentials required to support your organization. Services can be delivered on your premises and from our secure enclaves in North Carolina and Texas.

- U.S.-based secure data centers
- IL2/5/6; FedRAMP High
- Accredited (ICD 705) facilities
- ISO and ITIL® certifications
- Classified voice and data communications
- Secure vendor portal
- Secure case management
- Classified storage
- Classified labs
- Hosted services
- Multivendor solution testing and validation capabilities
- High availability – up to 99.999%
Secure and Compliant Customized Solutions
Cisco Classified Network Services are individually tailored to meet your specific needs. We offer a wide range of services, from business transformation consulting and high-touch technical support to complete management of your security, communications, or network operations.

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 remotely manage your security infrastructure? We’re up to the challenge. Ready to transition to cloud-based network-as-a-service (NaaS) delivery? We will be your trusted partner.

Whether we support your operation on your site or ours, manage co-located equipment, or provide complete “as-a-service” solutions from our secure data centers, our high-touch, high-accountability approach helps ensure the highest customer satisfaction.

Service Offerings

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High Touch. Higher Accountability.
All our services are delivered with a personalized customer experience we call high touch. A dedicated high-touch operations manager actively engages your team to understand your network and special requirements, and serves as your internal advocate inside Cisco. Our ability to reach into the broader Cisco organization—whether for contract support, reactive technical support, proactive solution design, or expert advice from our product development engineers—is second to none.

We follow the ITIL® (Information Technology Infrastructure Library) framework, a global standard for IT service management that helps ensure alignment with the needs of your business. We focus first on your desired business outcomes, then work with you to deliver the ideal solution. Together we’ll agree on the key performance indicators (KPIs) we’ll track to make sure we’re meeting those objectives.

Put simply, if you use Cisco gear, require special data protection, and want personalized, high-touch service that translates to faster issue resolution, greater reliability, unparalleled security, and exceptionally high customer satisfaction—Cisco Classified Network Services is the partner you’ve been looking for.

95% of High Touch Technical Support customers renew their service.

Benefits
• Fastest incident response and resolution
• Increases efficiency and reliability
• Enhances security and regulatory compliance
• Frees IT staff for more strategic projects
• Simplifies IT operations
• Solves ongoing staffing and skills-gap issues
• Helps ensure that your technology investments stay up to date
• Shifts budget from CapEx to OpEx
• Lowers total cost of ownership
Advisory Services

Business Transformation Journey Maps

A journey map is a highly visual, custom-created document. It is designed to help key stakeholders across your organization understand the capabilities and challenges of your current IT environment, identify shared goals, and provide a clear roadmap to make the changes necessary to meet those goals.

This short-term consulting engagement brings your business and IT leaders together with Cisco thought leaders and technology experts. Working with you, we identify your current pain points and expose significant opportunities to align your IT investments with larger organizational strategies and objectives. We then create an action plan to deliver the greatest impact and highest return on your investment.

Cisco’s proven process establishes strategies and recommended approaches to challenges such as:
- Digital transformation and service outsourcing
- Private, public, and hybrid cloud implementation
- Mobility and bring-your-own-device (BYOD) integration
- Converged networking
- Unified collaboration and communications
- Information security in today’s ever-evolving threat landscape

These approaches are tailored to your unique circumstances and integrate Cisco’s recognized expertise and lessons learned in support of organizations with unique security, sovereignty, and data protection needs.

Benefits
- Build a business case for change
- Drive consensus among stakeholders
- Plan and prioritize the initiatives required to transform your organization
- Budget for the IT programs that best support business transformation
- Set a shared vision with agreed-upon expectations and business outcomes

A journey map is the result of a collaborative discovery engagement. It turns complex ideas and information into an easy-to-understand roadmap using visual storytelling techniques.
Technical Support

Focused Technical Support Services

Focused Technical Support is a tiered set of outsourced services for operations management and technical support. They are designed to speed response and simplify your interactions with Cisco through a personalized customer experience. Services are offered in three increasingly personalized tiers, with each service extending the coverage of the previous tier:

Tier 1

**High Touch Operations Management** provides you with a single point of contact for operations management and case coordination. This service is a specialized extension of your Cisco Smart Net Total Care™ support, and is there to streamline your interactions with internal Cisco resources. Your operations manager fast-tracks response and resolution from technical support and contract administration, and provides special access to the Cisco subject matter experts who know your products best.

Tier 2

**High Touch Technical Support** provides rapid, around-the-clock reactive support by cleared support engineers who are intimately familiar with your network design and operations. With additional reach-back into a pool of certified experts on a wide variety of technologies and Cisco solutions, High Touch Technical Support delivers advanced technical troubleshooting and the fastest mean time to repair in the industry.

Tier 3

**Focal Engineering Support** provides you with highly certified engineering resources for proactive issue avoidance and solution planning. Aligned with your High Touch resources at Cisco, these premier-level resources can be remote or embedded in your organization. Focal Engineering Support provides root-cause analysis, a higher level of technical assistance, and expert Cisco knowledge transfer to help evolve your network to meet the changing needs of your organization. Your focal engineer will also act as your advocate in quarterly joint business reviews.

Choose Focused Technical Support when you want:

- A single point of contact for all operational and support issues
- Access to a knowledgeable team of engineers that knows your network and can assist in evolving its architecture and operations
- Fastest response and incident resolution times in the industry, including the Cisco Technical Assistance Center (TAC)
- Insider access to Cisco subject matter experts to discuss complex technology issues
- Greater collaboration in your day-to-day network operations
- An expert partner to help align your services to the evolving needs of your organization

Typical resolution time 60% faster than Cisco TAC
Business Services

Cisco Classified Network Services continually expands its offerings by customizing commercially available Cisco solutions and developing original services to meet the unique data protection requirements of the customers we serve. Business Services is a growing category of specialized services that help simplify operations for customers managing their own technology investments. Current services include:

Cisco Smart Accounts and Smart Licensing

Transform how you manage and deploy Cisco licenses for the enterprise with these bundled tools and optional services. Smart Accounts provides centralized visibility and control of all your Cisco Smart software licenses, including the ability to download new software, review service contracts and cases you’ve opened, and track all purchases. Smart Licensing streamlines software deployment with flexible, portal-based registration and activation of devices, and the ability to add users and licenses as needed.

We now offer these tools and services to DoD customers and other organizations requiring delivery at classification, and continue to assist federal civilian agencies and SLED customers with deployment of the commercially available offerings.

Pilsner Cloud Broker

Designed for industry customers and partners who use Amazon’s government-authorized Commercial Cloud Services (C2S), Cisco Pilsner Cloud Broker provides:

• Customer-managed C2S Virtual Private Cloud
• Security guidance to enable connectivity to C2S
• Help desk support
• Monthly consumption-based billing

Pilsner Cloud Broker allows the Pilsner industry ecosystem to bring more affordable mission capabilities to market faster, and with higher confidence that they will work as expected in production.

Cisco also simplifies your engagement with Government customers by handling all payments for C2S consumption.

Cisco Ecosystem Support

Cisco Ecosystem Support is designed to keep specialized Cisco products up to date while reducing your administrative burden and reliance on hard-to-find, qualified staff. To meet the critical need for a robust and current security posture, subscription-based Cisco Ecosystem Support is now available for the following security products: IronPort®, Sourcefire® Advanced Malware Protection (AMP), and Snort®.
Managed Services

Classified Remote Managed Services

Classified Remote Managed Services (CRMS) is at the core of all our managed service 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.

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

CRMS can help you increase the performance and reliability of your existing infrastructure, 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 expenditures.

CRMS is ideal for customers who:

- Have a complex LAN, WAN, security, or unified communications environment that is difficult to manage and maintain
- Can’t easily expand or transform to meet rapidly changing business objectives
- Need to reallocate existing IT staff to focus on more strategic initiatives
- Experience outages that impact business and customer satisfaction
- Lack technical expertise to quickly resolve incidents due to ineffective change control or out-of-date components
- Want to simplify their transition to full cloud-managed services

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.

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<th>Comprehensive</th>
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<td>Transition Planning and Support</td>
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<td>Service Asset Verification</td>
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<td>Event Management</td>
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<td>Incident Management</td>
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<td>Proactive Problem Management</td>
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Managed Services

Hosted Collaboration Solutions

Rated “best of breed” by Gartner in 2016, Cisco’s Hosted Collaboration Solution provides organizations with a broad range of voice and video communications, mobility, messaging, and telepresence—all securely from the Cisco cloud. You can choose a public, private, or hybrid solution based on your requirements.

Supported solutions include, but are not limited to:

- Cisco IP Phone 7800 and 8800 Series for voice and video
- Cisco Jabber® and its unified communications client application for mobile and desktop devices
- Cisco WebEx® Web Conferencing, a FedRAMP-Authorized Service, providing agencies with a complete, compliant, and highly secure collaboration solution

When Scalability and Security Matter Most

Ideal for large agencies or organizations that operate at IL2 security classification, Hosted Collaboration Services for Government is a robust, feature-rich solution capable of scaling to support the largest organizations with integrated, high-quality, secure communications.

We support unclassified and classified networks and have extensive experience with the DoD, intelligence community, civilian agencies, and law enforcement organizations, where we actively support mission-critical communications. Our Federal Risk and Authorization Management Program (FedRAMP) implementations are delivered at IL2, with support for higher classifications coming soon with our new IL5 enclave. We also continue to customize Cisco’s commercial offering in order to provide solutions such as Cisco Unified Contact Center at the security and delivery classifications our customers require.

New! IL5 Enclave for Highly Classified Network Support

Do you require even higher levels of data protection? Ask us about our Hosted Collaboration Service for the U.S. Department of Defense.

Benefits

- Create custom services tailored to the needs of your users
- Keep costs low with consistent, predictable pricing
- Meet strict classification requirements for security and data protection
- Guard against technology obsolescence
- Bring new collaboration services online fast
- Reduce power consumption, cooling needs, and carbon footprint
- Achieve lower TCO, with savings up to 75 percent

Why Choose Hosted Collaboration?

- Improve efficiency: Free IT resources to focus on strategic priorities. Pay only for what you need with a simple monthly subscription to shift your financial model from CapEx to OpEx with predictable costs.
- Gain agility: Quickly deploy secure collaboration services that are always aligned with fast-moving public sector needs.
- Increase productivity: Provide the broadest portfolio of collaboration applications with the latest capabilities that empower users to reach new levels of productivity and innovation.
Managed Services

Managed Security Services for Government

Today's information security landscape grows more complex and challenging every day. This is especially true for government and other public sector organizations that are regular targets of increasingly sophisticated cyber attacks.

Cisco Active Threat Analytics, delivered by Classified Network Services, offers the advanced threat prevention, detection, and mitigation capabilities you’d expect from Cisco, delivered from our highly secure U.S.-based facilities, staffed by cleared U.S. citizens. We combine best-in-class technology, expert security investigators, machine learning, and predictive analytics to protect your network, endpoints, and sensitive data before, during, and after an attack:

- Largest threat intelligence database outside of the U.S. federal government
- Cross-industry partnership for threat detection and remediation
- Proactive safeguards from a wide range of advanced cyber threats
- Rapid detection, characterization, and quarantine of threats
- Threat remnant search, identification, and remediation
- Security policy establishment and optimization
- Ongoing management and monitoring of security appliances

In addition to seeing that your security appliances are up to date, our analysts monitor your network to make sure that threats are not already hiding there. During an attack, our Advanced Threat Analytics solution rapidly detects and quarantines the threat. After the attack, we’ll continue searching for remnants, analyze the root cause, and fix the vulnerability that enabled the attack to occur.

Benefits

- Protect yourself from advanced threats before, during and after an attack
- Avoid the cost of new, specialized staff or equipment
- Focus on your strategic mission priorities
- Improve network availability and performance

Service Components

- Classified remote managed services
- Data collection and analysis
- Data enrichment
- Device management
- Collective security intelligence
- Event correlation
- Full packet capture
- Hadoop/big data analytics
- Log analysis
- Machine learning
- NetFlow generation
- Protocol metadata extraction
- Rule-based analytics
- Security device management
- Cisco Sourcefire® and Threat Grid technologies
Managed Services
Government Systems Engineering

Cisco’s Government Systems Engineering services significantly reduce the risks associated with network change and speed the deployment of new solutions. Using a dedicated lab in our secured U.S. facilities, we will accurately model your environment to safely test and validate new configurations—and identify new solutions—without disrupting your current operations. You can also use the lab for periodic benchmarking as well as load, stress, and regression testing.

We work closely with your IT teams to test solution configurations across a variety of architectures, IT services, and applications, using a model of your exact network—including multivendor components. Our semi-static test labs model holistic solution sets, providing the flexibility to explore new technology for deployment, migration, or upgrade.

Our trained experts provide lab support through all phases of solution identification, validation, deployment, and lifecycle management, using a continuous engagement in a semi-static test model maintained in our facility. This provides a low-cost, reliable method for quickly testing and validating changes to your environment or new solutions you are considering.

What You Can Expect

- Objectives setting and test plan creation
- Performance measurements following industry best practices
- Collaborative process, including witness testing
- Complete test results, analysis, and network optimization recommendations
- Validated configurations
- Deployment execution plan
- Ongoing support and lifecycle management

Benefits

- Accelerate deployment of new technology solutions
- Reduce operating costs while assuring network readiness
- Improve interoperability of multivendor solutions
- Reduce risk of downtime resulting from network changes
- Achieve faster ROI and lower TCO

Cisco Classified Network Services: Trusted by People Who Trust No One

Classified Network Services was initially created to deliver high-touch technical support at classification to the U.S. intelligence community and DoD. As you can see, we now offer a broad and expanding portfolio of high-touch, high-accountability advisory services, technical support, optimization, and managed service offerings to the broader U.S. public sector—and any organization with special security, data protection, or delivery at classification requirements.

Next Steps

If you are interested in any of our services, please contact your Cisco account manager or email us at cns-request@cisco.com.