ServiceGrid
Cloud Technology to help you get the most from your outsourced services
Customer Presentation
March 3, 2016
Using ServiceGrid to Connect the Unconnected

- Reducing Operational Expenses
- Maximize ROI on IT Investments
- Improve Customer Satisfaction
Did You Know That…

Cloud Use Is on the Rise
• 70% of companies use enterprise-class cloud technology
• The global cloud market will represent 27% of all IT spend 2020

Multi-Sourcing Is Growing
The average enterprise has:
• 19 external IT service provided in North America¹
• 26 external IT service provided in Europe¹

Service Costs Are Increasing
• Service provider issue resolution results in 50% higher operational costs²
• 32% longer resolution times²
• 10% lower customers satisfaction

¹Source: Gartner
²Source: Technology Services Industry Association
Market Drivers

Why a Solution is Needed

1. Something is wrong, I call the servicedesk
2. I need external support
3. I have a temporarily solution, but we need to change a part
4. Part is ordered
5. Part is shipped
6. Part arrived, technician dispatched

Overlapping Responsibilities
Unclear Ownership of Issues & Service Provider Performance
Fragmented Communication
Inefficient Issue Resolution

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ServiceGrid is an integration platform in the cloud.

Connect Once – Connect All

- 3rd Party Connections Made Easy
- Acceleration and Automation of Service Delivery
- Management of Multi-sourced IT Service
- End-to-End SLA Management and Benchmarking

Seamless Multi-Party Service Collaboration

Enterprise IT

Vendors
- Service Provider A
- Service Provider B
- ITSM Software A
- ITSM Software B
ServiceGrid Multi-Party Support Collaboration
Integration Platform in the Cloud

Map Processes and Connect Once

Enable Ecosystem Collaboration

Configure Collaboration Rules for Each Partner

ServiceGrid

Service Integration & Management
- Active SLA
- Analytics
- Benchmarks

Portal / Mobile Experience

Immersive Collaboration

Bi-Directional Integration

Enterprise IT

Telco’s

Managed Service Providers

Outsourcers

Vendors

Cloud Service Providers

IoT

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Ways to Approach a Multi-Party Solution
Where Are You? Where Do You Want to Be?

Manual Information Sharing
No Automation

Individual Connections
Custom Development

Connect Once – Connect All
ServiceGrid
Snapshot: ServiceGrid Results
Proven ROI on Investment

Operating Expense: 50% Lower
Mean Time to Resolve: 27% Faster
Customer Satisfaction: 10% Higher
Making An Impact Around the World
ServiceGrid: 240+ Company Deployments in 68 Countries
The Value of ServiceGrid

Reduce Operational Expenses
- Accelerate deployment
- Increase productivity
- High standardization automation

Maximize ROI on IT Investments
- Reduce errors
- Improve SLA management
- Facilitate faster issue resolution.

Improve Customer Satisfaction
- Enhance service experience
- Faster response times
- Full transparency.

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Solution Capabilities
Creating an Efficient Network Ecosystem

1. Cloud Technology
2. Single Point of Control
3. Standardization and Automation
Cloud Technology: Universal Framework

ServiceGrid provides an universal framework that works with any leading:

- Web service technology
- Service management application
- CMDBs, asset data bases
- All standard transport protocols

Your Company
Delivering Local Airport Support with Multiple Field Service Partners
Multinational IT and Telco Provider for the Air Transport Industry

Manage Service Chain End-to-End

- Integration of local field service partners for Airports in Germany, UK, and USA with a single point of contact
- Automated and accelerated service delivery for Airport IT requirements, such as onsite Kiosk- and Desktop support
- Real-time status overview of service fulfillment for different locations
- Report 3rd party delivery status to end customer
- Data sovereignty and continuous documentation of all service tickets

End-to-end SLA Governance and Automated Reporting

Significant Acceleration and Improvement of the Service Quality

Focus on Core Business
Cloud Technology: Benefits

- High Scalability
- Enhanced Agility
- Cost Effectiveness
Single Point of Control

Complete Visibility

Active SLA Management

Customers

Providers

Active SLA

Cisco ServiceGrid

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Operating all Toll Installations Worldwide

• Enterprise-wide management and automation of support processes across different systems and partners
• Accelerated implementation of time-critical projects and rapid integration of new partners
• Multi-tenant system enables project specific implementations

End-to-End SLA Management

Improved Vendor Performance

Reduced Operation Expense / Increased Growth & Profitability
Single Point of Control: Benefits

- Improved SLA Management
- End-to-End Visibility
- Simplify Support Processes
- Monitor Vendor Performance
Standardization and Automation in ServiceGrid

ServiceGrid Standardized Data

1. Informational
   - Open
   - Receive

2. Escalate
   - Assign Partner
   - Solve

3. Resolve
   - New Request
   - Logged
   - Escalate
   - Acknowledge
   - Solve

Enterprise IT
- ITSM
- CMDB
- CSPC
- Service Case Management
- Web Browser

Partners
- Web Browser
- MSP
- SaaS
- Telcos

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Guarantee Security of Supply
Swissgrid

Multi-Party Service Delivery

- Integration of all service partners to manage the service chain end-to-end
- Automated and accelerated service management processes
- Real-time status overview and continuous documentation of all service tickets
- Full data sovereignty

End-to-End SLA Governance
ROI Reached in the First Year
Faster Incident Resolution Saves Valuable Time
Standardization & Automation: Benefits

- Integration with Legacy Systems
- Faster Issue Resolution
- Boost Productivity, Reduce Errors and Bottlenecks
- Faster Onboarding
“CitiGroup has improved our data accuracy and quality of information exchanged as well as improved the overall MTTR and resource productivity. You have delivered a solution we can use daily at a global level to add value to our customers. Thank you!”

Tatenda Chavhunduka
GNO Vendor Management
ServiceGrid Portfolio Overview

Build Services
- **Deployment Service** – Deploying B2B connections via a project-based transactional engagement

Manage Services
- **Optimization Service** – Expert guidance, consulting, configuration and training support to utilize and optimize the software
- **Configuration Service** – Support and guidance for one-time projects lasting 1-5 days

ServiceGrid SaaS
- **All Service Elements** (According to the purchased SaaS package)
- **Operational Support 24x7x365**
- **Maintenance including ongoing software updates**

Services from Cisco and ServiceGrid ATP Partners Help Customers Accelerate the Time-to-value with Quick Deployment
ServiceGrid Delivers Key Business Outcomes

Business Agility

- Eliminate manual process
- Streamline collaboration
- Reduce client/vendor management burden

Customer Satisfaction

- Increased customer loyalty
- Enhanced transparency
- Reduced customer churn

Staff Productivity

- Faster time to Scale
- Faster time to Deploy
- Faster time to Respond

Risk Reduction

- Lower Cost to Serve
- Faster Time to Revenue (Value)
- Higher Margins
- Offer New Innovative Services

Profit Growth

- Extend Existing Systems
- Integration abstraction / common approach
- Std. Process / Workflow

Tech Optimization

- Eliminate manual process
- Streamline collaboration
- Reduce client/vendor management burden

Time to Market

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Reducing Operational Expenses

Maximize ROI on IT Investments

Improve Customer Satisfaction
Questions?
Next Steps
Where We Go From Here

Presenter Reminder – Call to Action Point Here

Presenter Reminder – Call to Action Point Here

For more information about ServiceGrid, please visit www.cisco.com/go/servicegrid

Why Cisco?

We are the worldwide leader in IT, helping companies seize the opportunities of tomorrow. We have more than 28 years of experience, more than 50 million installed devices, and 6 million customer interactions each year.

Measurable business gains for our customers include results such as 15 to 20 percent faster acceleration to revenue\(^2\), 30 percent lower infrastructure costs, 50 percent faster disaster recovery, and 90 percent reduction in deployment time.

What can we do for you?

\(^2\)Reviews of customer engagements.
# ServiceGrid

## Connect Once, Connect All – Any System, Any Tool

### Connections to SM Applications and Systems

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<td>Fujitsu Poms2/Perle</td>
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<td>HP Openview</td>
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<td>Salesforce</td>
<td>SAP CRM</td>
<td>SAP Solution Manager</td>
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<td>Tibco</td>
<td>Webmethods</td>
<td>3rd Party Customer Applications*</td>
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### Universal Transport Methods

- HTTPS SOAP
- HTTPS Post
- Rosettanet
- SMTP
- FTP/SFTP
- T.1.278
- SMS
- AS2/EDI

### Event Monitoring Systems

- BMC Event & Impact Manager
- HP
- CA Spectrum
- IBM Tivoli Netcool OMNibus
- Infovista
- Nagios

### Logistics Applications

- SAP Modules
- MM & SD
- MS Apertum
- 3rd Party Logistics Applications*

### Master Data Systems

- BMC Atrium CMDB
- CA CMDB
- HP Asset Center/Asset Manager
- SAP CMDB
- Update Marketing Manager

### Application Ports

- CA CMDB
- HP Universal CMDB
- SAP MM & SD
- Salesforce

### Data Formats

- XML
- CSV
- XLS

*Applications can run on leading database systems including IBM DB2, Microsoft SQL Server, Oracle and others*
Actively Manage Business Partners

- Continuous, transparent, accelerated service processes ease collaboration between SPAR and partners
- Automated processes and interactions reduce costs, eliminate errors and improve the quality of support
- Centralized, cloud-based inventory for 40,000-device network enabling real-time monitoring of parts and devices

Reduced Point-of-Sale Equipment Downtime

Time Savings of 2.5 Hours Per Day for Store Managers

Quick & Easy Integration of New Service Partners
CMCS Enabled by ServiceGrid:
Automated Change Requests Across the Network

1. Automated Inventory Synchronization between ITSM and CMCS

2. Unified Configuration Change Management

3. Unified Software Image Change Management
## ServiceGrid Transforms CMS Into a Multi-party Support Solution

<table>
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<tr>
<th>Best People</th>
<th>Best Processes</th>
<th>Best Tools</th>
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<tbody>
<tr>
<td>Managed Services</td>
<td>Cloud Services</td>
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<td>Security</td>
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Network Optimized Service
ServiceGrid Facilitates a Healthy Multi-Party Support Ecosystem

An Optimized Infrastructure is Critical

To meet top business priorities, especially when services are outsourced, a customer's infrastructure needs to be highly stable, very efficient, and ready to change as the business evolves.

ServiceGrid is the conduit to ensure it happens.
ServiceGrid Makes PSS a Multi-party Support Solution

Customers deciding to use ServiceGrid will automatically receive the 1st connection to Cisco TAC via Smart Bonding.
ServiceGrid Adds Another Level of Functionality
Upgrades SNTC to a Multi-Party Support Solution

Customers deciding to use ServiceGrid will automatically receive the 1st connection to Cisco TAC via Smart Bonding.

- Automate Multi-Tiered Support Networks
- Enable Real-Time SLA and Vendor Management
- Build and Scale Support Ecosystems
- Device Diagnostics
- Installed Base and Contract Management
- Alerts
- Technical Assistance (TAC)
- Online Technical Resources
- Advance Hardware Replacement
- Software Updates
What is Necessary to Connect to ServiceGrid?

Estimated effort overall: **10 – 15 Person days**
Estimated lead time: **8-12 weeks**
Assumption: **There are existing interfaces for in and outgoing ticket transactions**

- **Kickoff**
  - **PHASE 1**: Specification (2-3 weeks)
  - **PHASE 2**: Implementation (2 weeks)
  - **PHASE 3**: Test (3-5 weeks)
  - **PHASE 4**: Go Live (1-2 weeks)

- **Roles**
  - Project Manager
  - Test Manager
  - ITSM Process Manager
  - Network Operator
  - ITSM Tool Expert

- **Estimated Time**
  - Week 1
  - Week 2
  - Week 3
  - Week 4
  - Week 5
  - Week 6
  - Week 7
  - Week 8

- **Assumption**
  - The roles do not have to be taken by different persons. It is very common that 1-2 person can fulfil all the roles.
Project Implementation Lifecycle

Kick Off Meeting

- Initiate the project
- Define team members and roles
- Review project scope, schedule and timeline
- Review configuration

Specification & Implementation

- Organize specification workshops
- Provide technical specification document
- Create Acceptance Test Plan for the implementation
- Setup Cisco ServiceGrid according to specification document

Testing

- Manage testing sessions and send test protocol
- Prepare for go-live readiness
- Update and distribute technical implementation documentation
- Final acceptance for the implementation

Go-Live

- Coordinate project go-live and conduct a smoke test
- Support handover
- Final acceptance for the project
- Conduct post project assessment meeting

Cisco will provide service and process integration technical leadership and guidance as well as project coordination to realize the customers’ B2B connection build out plans.
Single Point of Control: ServiceGrid Standard Reports

Service Level - Real-Time

- Analyze actual service level for response or recovery
  - Reports provide sums by: Category, Priority, Location, Device type, Customer or Provider
- Analyze actual service level of open service cases within your organization
  - Data is summarized by queues or escalation levels

Service Level - Trend

- Analyze the service level trend for the last 12 months
  - Service level fulfillment for response and recovery
  - Average service times for acknowledge, response, and recovery time
- Analyze the service level within your organization
  - Reports show service cases closed by level or queue
Build or Buy: ServiceGrid Scales

**Build - Custom**
- Break point at 3+ integrations
- No integration standards – each integration a new project
- Not scalable, offers no transparency
- Longer project duration
- More resources required to delivery
- High maintenance
- Lack of best practice

**Buy - ServiceGrid**
- Standardized integration method
- Fixed price
- Reduced risk
- Faster time to market
- Scalable deployment model
- Comprehensive reporting available
- Investment protection

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