November 2026
Business Value Solution Brief
Sponsored by Cisco

The Business Value of Cisco IQ



Chris Barnard
Vice President,
Networking and Infrastructure Services,
Enterprise Infrastructure, IDC



Leslie Rosenberg
Research Vice President,
Networking and Infrastructure Services,
Enterprise Infrastructure, IDC



Elaina Stergiades
Research Director,
Networking and Infrastructure Services,
Enterprise Infrastructure, IDC



Ladislav Kinda
Consultant,
Business Value Strategy Practice, IDC



Table of Contents

Click any title to navigate directly to that page.

Business Value Highlights 4

Executive Summary 5

Situation Overview 7

Cisco IQ Overview 8

The Business Value of Cisco IQ 9

- Study Firmographics 10
- Choice and Use of Cisco IQ 11
- Who Uses Cisco IQ 13
- The Installed Base: Data Environment Before Cisco IQ 14
- Benefits Identified by Interviewed Organizations 15
- The Sequence Behind the Reported Benefits 17
- Staff Capacity Released Across Asset and Security Teams 18

Discovery: Establishing One Current View of the Installed Base 19

- Time to Produce a Full, Current Asset Inventory 19
- Inventory Accuracy and Completeness 20
- Installed Base with Accurate, Current Support Life-Cycle Status 21
- Time to Identify Devices Past or Approaching Last Day of Support 21
- Coverage of the Cisco Installed Base 22
- Efficiency Gain on Asset and Life-Cycle Work 23
- Life-Cycle Planning, Refresh, and Budget Confidence 23

Table of Contents (continued)

Assessment: Mapping Life Cycle and Advisory Exposure 25

Time to Determine Which Devices a New Advisory Affects 25

Time to Produce a Full Installed Base Assessment or Report 26

Security Posture: From Reactive to Proactive 27

Efficiency Gain on Advisory and Assessment Work 28

Action: Remediating What Matters Most, First 28

From Raw Findings to an Action Plan 28

Effort to Prepare a Leadership or Audit Report 29

AI-Driven Insight and Natural-Language Querying 30

Cross-Cutting Organizational Outcomes 31

Challenges/Opportunities 32

Opportunities 32

Challenges 33

Conclusion 33

Appendix: Methodology 35

About the IDC Analysts 36

Message from the Sponsor 38

Business Value Highlights

Click each to jump to related content. Use "Return to Highlights" in the page header to get back here.

Visibility Benefits

78 times faster to produce a full, current asset inventory

97.2% average inventory accuracy, a 26% improvement

35.0% more efficient asset and life-cycle work

Resiliency Benefits

96 times faster to determine which devices a new security advisory affects

45.0% more proactive security posture

20 times faster to produce a full installed base assessment

45.0% reduction in operational errors and unremediated findings

33.8% more efficient security-advisory triage

Modernization Benefits

29 times faster to identify devices past or approaching last day of support

5.7 times faster to turn raw findings into a prioritized action plan

70.3% less effort to prepare a leadership or audit report

Executive Summary

Enterprise infrastructure teams are being asked to do more with the same head count: Secure a widening attack surface, keep aging assets from becoming liabilities, and support AI workloads on networks that were never designed for them. What has changed most is not the size of that workload but the speed at which risk accumulates against it. Security advisories arrive continuously, and hardware moves past end of life and last day of support on a schedule that does not wait for an audit cycle. When the record of what is deployed has to be assembled by hand from a configuration management database, a discovery tool, contract records, and spreadsheets, the organization's exposure window is set by the speed of its slowest manual correlation step. Exposure occurs after the window to act has narrowed, and unsupported hardware is replaced as an emergency rather than as part of a plan. This is the condition AI-powered infrastructure platforms are built to change: not by producing a better inventory, but by continuously connecting visibility, prioritization, and action to help teams get ahead of issues instead of reconstructing them afterward. Upgrading and modernizing infrastructure remains essential, but IDC sees the real differentiator as no longer how quickly staff can correlate data but how quickly an organization can move from signal to prioritized action on a record it can trust.

Operational questions about an organization's Cisco installed base are more frequent and consequential, and the installed bases themselves can span thousands of devices, hundreds of sites, and multiple IT management teams. Important operational questions, such as what is deployed, what is still supported, which devices are impacted by a new security advisory or field notice, what the latest security hardening best practices are, and what must be replaced in the next budget cycle, are no longer periodic reporting exercises. They are continuous risk questions, asked by security, asset management, support, and finance functions at the same time. For the organizations in this study, answering them had meant assembling a picture by hand from a variety of sources, each partial, each maintained on its own schedule, and none current at the moment a decision was required.

Cisco IQ is Cisco's AI-powered platform for managing and supporting Cisco infrastructure. In the deployments examined in this study, it delivers findings already prioritized by severity, criticality, and life-cycle date, telling teams which devices require attention first. It is able to do so because life-cycle status and published security advisories are mapped continuously onto the devices they actually affect across a record the platform builds and maintains by ingesting the Cisco installed base automatically and combining device, component, and contract data into one current view.

The practical effect, in the accounts of the organizations interviewed, is to compress the interval between an exposure becoming known and the organization acting on it. Determining which devices a new advisory affects and turning the findings into a prioritized action plan were the two longest steps in that interval before Cisco IQ, and both were the sharpest reductions these organizations reported.

IDC conducted research to assess the business value that organizations are realizing from Cisco IQ through in-depth interviews with four global organizations in healthcare provision, pharmaceuticals, freight and logistics, and durable goods manufacturing, each running Cisco IQ in production across its entire onboarded Cisco installed base. Applying IDC's Business Value methodology to the study results showed that Cisco IQ changes not only how quickly estate work gets done but also what the work consists of: Staff shift from compiling the list of what needs attention to acting on a list that arrives already compiled.

Interviewed organizations shared a common starting point, which was a fragmented picture of the installed base that required manual correlation before any question could be answered and therefore before any exposure could be acted on. They also shared a common objective, which was one current, trusted view of the Cisco environment that asset, security, and support teams could query directly and act on immediately. IDC's analysis is that the second of those changed the organizations' risk position as much as their workload, because the interval during which an exposure went unnoticed was itself a function of how long the correlation took.

IDC identified the following areas where Cisco IQ consistently delivered measurable impact:

- **Shifting security work from reactive to proactive** by surfacing critical and high-severity advisories against the installed base before exposures become incidents
- **Converting life-cycle visibility into planning confidence,** replacing unbudgeted replacement requests with multiyear refresh and budget conversations grounded in current data, before devices pass out of support
- **Compressing the time required to act on an exposure,** with advisory impact assessment, identification of devices approaching last day of support, and full installed base assessment all reduced from hours or days to minutes
- **Releasing staff capacity across asset and security operations,** allowing the same teams to absorb the same workload with less effort, with released time redirected to higher-value work rather than to head count reduction

- **Enabling data-driven reporting to leadership and auditors,** drawn directly from live inventory, life-cycle, and advisory data rather than compiled for the occasion
- **Raising the accuracy and completeness of the installed base record** so that life-cycle and advisory decisions rest on a single authoritative source rather than on several partial ones
- **Reducing operational errors and unremediated findings while improving operator satisfaction,** both traced to the same single queryable view of the installed base

Situation Overview

As enterprise networks grow more complex and more central to the business, manual management can no longer keep pace with operational requirements. As networks continue to expand in scale and criticality, the volume of available network data, connections, flows, traffic, active threats, life-cycle milestones, and published advisories is climbing just as quickly. Enterprises are demanding real-time intelligence they can act on rather than raw data they need to interpret themselves.
The consequence of leaving that gap open is not merely inefficiency; where correlation is manual, the organization's exposure window is determined by the speed of its slowest manual step, and risk persists for exactly as long as it takes a person to notice it. That is the gap AI-powered service delivery platforms are built to close.

Resilience depends on the condition of the infrastructure itself, which is why life cycle and security cannot be treated as separate problems. Systems that have passed end of life, last day of support, or end of vulnerability and security support no longer receive vendor fixes. Additionally, they accumulate technical debt that slows remediation and narrows the range of responses available as threats evolve. According to IDC research *(IDC Multi-Client Study 2026, Enterprise Support Services — Customer Satisfaction and Value,* August 2026), 26.4% of all networking equipment is running five years past its useful life. Aging assets discovered only after an incident represent a security exposure and an unplanned cost. A current, accurate life-cycle record is therefore a precondition of security posture, not an adjacent asset management concern.

Not all vulnerabilities carry the same risk, and not all assets are equally critical to the business. Prioritizing what is urgent from what is background noise requires continuously correlating asset inventory, life-cycle health, software version, and security posture against one another, which is what allows finite remediation capacity to be directed to where it has the greatest effect.

Services firms are building platforms to bridge that gap. Services arms of equipment manufacturers are drawing on decades of device-level telemetry, support case histories, and product engineering knowledge accumulated from their own installed base, while service providers (global systems integrators) are layering AI across multivendor installed bases to aggregate that intelligence at the account level. The direction of travel in both cases is continuous data collection paired with analytics that drive guided or fully automated corrective and prescriptive action, rather than a dashboard that still requires a person to notice the problem and decide what to do about it.

The result, according to IDC's own coverage of this shift, is a genuine change in operating posture rather than just a new tool. AI-enabled service delivery and support is transforming reactive operations into predictive excellence, and the same logic extends to infrastructure management broadly: platforms that give teams continuous visibility into their installed base, take over the manual correlation and triage work that used to consume staff time, and surface risk before it becomes an incident. For enterprises, that combination is what turns AI-powered service delivery from a nice-to-have into a lever for real operational efficiency.

The investment in developing these platforms has been robust, and IDC believes that organizations should ask their services partners key questions about their platforms: not just what they automate and recommend but how much accumulated real-world engineering expertise underpins their recommendations and how quickly it moves the organization from a signal to a completed action. This IDC Business Value study will help to answer these questions.

Cisco IQ Overview

Developed by the Cisco Services organization, Cisco IQ is an AI-powered digital interface designed to reduce risk across an organization's Cisco installed base and enhance life-cycle resilience. Cisco IQ maps the attack and life-cycle surface by identifying vulnerable assets, assessing hardware and software life-cycle status, and pinpointing the systems that require immediate attention, then correlates published security advisories directly against that specific infrastructure to establish which exposures put critical assets at risk. These capabilities can reduce the time to discover, assess, and act, which is the sequence that, when performed manually, determines how long an organization stays exposed.

The intelligence behind that prioritization is what distinguishes it from a reporting layer. Cisco IQ draws on more than 40 years of Cisco telemetry, engineering knowledge, and support case history, combined with purchase history and contract data, so that every design pattern and configuration risk Cisco has encountered over time is encoded and active in the environment from day 1. Its determinism comes from a multidomain assessment framework that combines knowledge graphs, classical machine learning, and generative AI to build a deeper, larger-scale understanding of each customer's deployment, and its agentic actions are deterministic, validated, and governed, keeping humans actively in the loop. Where an exposure can be resolved with a software upgrade, the platform guides the work through a defined workflow: target version, readiness verification, upgrade method, and confirmation of completion. Where it requires a configuration change, a hardware refresh, or a nonautomated upgrade, the platform identifies next best actions instead.

Because all of this operates against one continuously maintained record, the portals, tools, and APIs that enterprises previously used separately for asset inventory, security assessments, and support case management are consolidated into a single platform. Consolidation is a consequence of the model rather than its purpose. The result, as Cisco frames it, is a shift from a reactive posture to one that is proactive, predictive, and personalized, helping customers plan, deploy, manage, secure, and optimize their technology investments more quickly while reducing complexity and strengthening resilience. For enterprise IT organizations, that combination, coupled with decades of engineering intelligence applied continuously and automatically, enables network infrastructure to remain performant, resilient, and secure while keeping pace with today's dynamic business environment.

The Business Value of Cisco IQ

IDC conducted research to explore the value and benefits that organizations realize from Cisco IQ. The project comprised in-depth interviews with four global enterprises running Cisco IQ in production, covering their prior operating environment, their current use of the interface, and the measurable changes in effort, speed, accuracy, and posture that followed. These interviews provide the basis for the analysis presented in this paper.

Study Firmographics

The organizations interviewed are large, globally distributed enterprises drawn from four distinct industries.

Interviewed organizations averaged 60,600 employees and $20.2 billion in annual revenue, with medians of 61,600 employees and $9.9 billion. They operated an average of 1,300 business applications and employed an average of 1,600 IT staff exclusive of network and security personnel, alongside an average of 44 dedicated network and security engineers. Employee counts and revenue varied considerably across the four organizations, which is why average and median are shown side by side. What did not vary materially was the size of the Cisco installed base under management: Each organization managed a Cisco device population clustered around 10,000–11,000 devices. That population is the base against which every efficiency and time-saving figure in this paper is measured **(Table 1, below).**

Table 1

Firmographics of Interviewed Organizations

Firmographics	Average	Median
Number of employees	60,600	61,600
Annual revenue	$20.2B	$9.9B
IT staff (excluding network/security)	1,600	1,700
Network/security engineers	44	35
Total business applications	1,300	1,100
Cisco devices under management	11,150	10,500
Industries	Healthcare providers; pharmaceuticals; freight and logistics; durable goods manufacturing	
Countries	United States, Switzerland, France, Sweden	

n = 4; Source: IDC Business Value In-Depth Interviews, September 2026

Choice and Use of Cisco IQ

Interviewed organizations arrived at Cisco IQ by three distinct routes, and the route taken shaped what each organization asked of the platform first.

For the pharmaceutical company, adoption was strategic. A corporate mandate to become AI-enabled made Cisco IQ the entry point into Cisco's broader AI portfolio, and that motivation was paired with a specific operational goal: a single location for inventory management that had previously required correlating several disconnected sources by hand. The healthcare provider arrived through its existing account relationship, where its Cisco team positioned Cisco IQ as the next step beyond CX Cloud, with better visibility into what needed attention and earlier notice of it. The logistics company's motivation was more direct. It had used CX Cloud, raised issues with that platform through a Cisco committee, and taken up a place on a Cisco advisory board when Cisco IQ was announced, deploying it before general availability to get the functionality it wanted.

Study participants described:

Pharmaceuticals:
"Multiple reasons played a role. First, the strategy of our company is to be AI-enabled, and we are searching for all opportunities where we can leverage AI in our domains of expertise. One of the AI-enabled products from Cisco was IQ, so for us it was a strategic trigger to start exploring AI-enabled products from Cisco."

Pharmaceuticals:
"The second trigger is to have a single pane of glass for the whole of inventory management. And Cisco IQ provides that functionality."

Healthcare Provider:
"We were using CX Cloud, and our Cisco account rep presented a demo to us. They said this is going to go from CX Cloud to a more powerful tool. In my opinion, it's a little bit cleaner and better than CX Cloud; it has better visibility of our Cisco environment. Instead of pulling information from different areas, Cisco IQ helps us see what needs attention sooner."

What followed adoption was full installed base deployment rather than a pilot. Every organization interviewed had onboarded 100% of its Cisco installed base to Cisco IQ, covering an average of 11,150 devices across an average of 210 sites and seven datacenters, with an average of 36 operators across an average of 10 teams using the platform actively.

That full installed base coverage is a foundational condition for the results that follow: The speed and accuracy gains reported in this study are achievable because Cisco IQ has visibility into the entire environment rather than a sample of it **(Table 2, below).**

Table 2

Cisco IQ Deployment Footprint

Deployment Footprint	Average	Median
Devices onboarded to Cisco IQ	11,150	10,500
Installed base coverage (percentage of installed base)	100%	100%
Sites/locations	210	230
Datacenters	7	8.5
Operators/users actively using Cisco IQ	36	24
Teams using Cisco IQ	10	3.5

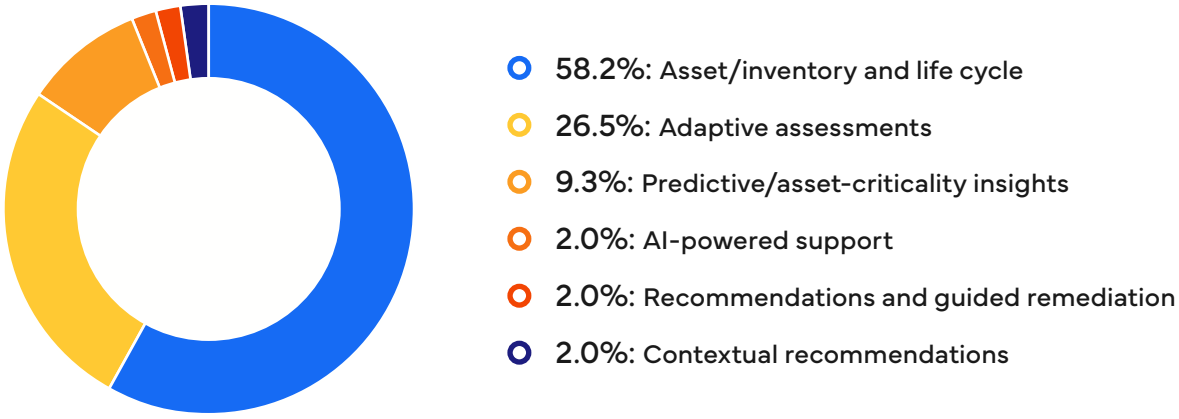
n = 4; Source: IDC Business Value In-Depth Interviews, September 2026

Usage of the platform is heavily concentrated. Asset/inventory and life-cycle management account for 58.2% of reported Cisco IQ usage, which covers knowing what is deployed and when it requires attention. Adaptive assessments follow as a clear second workload at 26.5%. The remaining four areas, comprising predictive and asset-criticality insights, AI-powered support, recommendations and guided remediation, and contextual recommendations, account for the balance of reported usage. That distribution corresponds closely to where the largest benefits appear later in this analysis, and to where the smaller, still-emerging ones sit **(Figure 1, next page).**

Figure 1

How Organizations Use Cisco IQ

(Share of reported Cisco IQ usage)



Note: The six areas together account for 100%.
n = 4; Source: IDC Business Value In-Depth Interviews, September 2026

Who Uses Cisco IQ

Cisco IQ user populations span several roles rather than a single administrator group. At the operator level, the platform is used by network and security engineers, by support staff handling cases and day-to-day operations, and, at one organization, by an automation team that consumes Cisco IQ data through the platform's APIs rather than its dashboards. A technical lead for Cisco technologies working alongside counterparts in other regions owns asset and life-cycle activity. Service managers accountable for a particular service or datacenter use the platform to see the life cycle and refresh position of the infrastructure that service depends on. Leadership and audit reporting are prepared by the technical staff who operate the platform and consumed by executives above them. One organization extends access beyond its own staff to vendor and partner personnel working in the same environment.

Network and security responsibilities are organized differently across the sample. Three of the four organizations described network and security engineering as a single combined population or team; the fourth maintains network, security, and collaboration as separate functional teams. In every case, both functions draw on the same installed base record: The inventory that the asset group maintains is the inventory that advisory triage runs against.

The Installed Base: Data Environment Before Cisco IQ

Two conditions recurred across all four organizations' descriptions of their prior environment.

The first was fragmentation. Information about the Cisco installed base lived in multiple systems that did not reconcile with one another: a configuration management database nominated as the system of record, a separate discovery tool running on its own schedule, security platforms consulted independently, and spreadsheets maintained by the teams closest to the equipment. Correlation was manual, and it was repeated every time a question was asked. The second condition was that three of the four organizations were already using earlier Cisco tooling, CX Cloud or the Smart Net Total Care portal that preceded it, for part of this work, and Cisco IQ replaced that layer directly, in one case consolidating two portals and a separate collector platform into a single environment.

Both paths converged on the same starting point: Obtaining one current, trustworthy picture of the installed base required real manual effort. This is the condition against which every benefit in this study is measured.

Study participants described:

Pharmaceuticals:
"We have greater visibility now. All the needed information is in one place. Before, it was fragmented and siloed. We had to correlate in different places."

Pharmaceuticals:
"Before, we had very inconsistent sources of inventory. One of the main sources, which was supposed to be the source of truth, is the CMDB in ServiceNow. However, that database was not up to date. The team managing that CMDB is an external partner, not the company itself, so there was a lack of interest in keeping it current."

Healthcare Provider:
"Before, we used a human-made inventory system where we'd go through manually. Now, with Cisco IQ, we know exactly what dates. We don't have to use spreadsheets; we don't have to go back and forth."

Durable Goods Manufacturing:
"Cisco used to use the SNTC portal, the Smart Net portal, and it moved to CX Cloud. So basically, we replaced those two and the CSP Collector, the CSPC platform for internal asset inventory discovery. We replaced those with Cisco IQ."

Benefits Identified by Interviewed Organizations

Asked to identify the most significant direct and process benefits of Cisco IQ, interviewed organizations returned to four themes, each raised by a particular organization in its own terms.

Speed was cited most frequently. The manufacturer put it in specific terms, describing a life-cycle management dashboard that previously took two to five days to assemble and is now available in about 15 minutes. The pharmaceutical company pointed to a change in the nature of the work rather than in the process around it: The sequence of activities did not change, but inventory and assessment work that staff previously built by hand became work they review. The healthcare provider identified prioritization, with devices flagged by criticality automatically so that teams know what to address first instead of working it out themselves. It also described a fourth theme: a shift toward anticipating problems, with less time spent identifying the cause of an outage after it has occurred because the relevant information has already been surfaced.

Study participants described:

Durable Goods Manufacturing:

"It's actually speeding up that process by quite probably 100 times quicker. You open a dashboard, and automatically you get your life-cycle management dashboard, ready in about 15 minutes instead of two to five days."

Pharmaceuticals:

"The processes were not changed on our side, but the people who depend on inventory and related assessment activities, that's what significantly improved. The process didn't change, but how they did the activity changed. Before, our guys were supposed to be doing this inventory and assessment manually."

Asked how AI summarization changed what its team acts on and in what order, the healthcare provider described the following:

Healthcare Provider:

"We prioritize based on which devices are critical, which are out of service, which are out of warranty, so we know which to tackle first and which hospitals are going out of service or warranty. With Cisco IQ, it prioritizes that for us, so we know exactly what to do ahead of time."

Asked whether Cisco IQ had moved its team from reacting to issues toward getting ahead of them, the healthcare provider said:

Healthcare Provider:

"Yes. It reduces the amount of time to resolution, and the outages and prevention. So we don't have to spend as much time trying to find those outages, and it prevents the bigger incidents, which ultimately allows our hospitals to run smoother."

At the business level, each organization framed its principal benefit differently. The logistics company framed its benefit as financial planning, converting end-of-life visibility into budget conversations with the parts of the business that fund hardware refresh. The healthcare provider estimated its own benefit at approximately $1 million a year, achieved by replacing equipment on a planned schedule rather than continuing to pay for hardware no longer under support. The pharmaceutical company described a move from no forward-looking insight to complete coverage, noting that planning had previously been reactive because there was nothing to plan against.

Study participants described:

Freight and Logistics:

"The observability piece is huge for us. The financial planning aspects of it, the ability to give our operations insight into their end-of-life and budget planning, and what they're going to need to budget year over year for the hardware. So primarily that, and again, observability around life-cycle management."

Healthcare Provider:

"Cost savings. If we're still paying for something that is no longer being supported, or if we know something's going out of warranty or support, we can easily just replace those devices. That helps us save money on equipment; I'd say it helps us save a million dollars a year."

Pharmaceuticals:

"We get the insights for all of them. The AI generates whatever is coming closer or later; 100% of them we get insights. Before, it was always reactive. Before, there were no insights provided."

The Sequence Behind the Reported Benefits

The benefits interviewed organizations described follow a consistent causal sequence, and that sequence organizes the findings presented in the remainder of this paper.

In each account, the same three stages replace a fragmented, manually assembled installed base picture:

- **Discovery:**
  Cisco IQ ingests the entire Cisco installed base automatically and combines device, component, and contract data into one current record, removing the need to reconcile inventory across configuration management records, discovery tools, and spreadsheets.
- **Assessment:**
  Life-cycle status and published security advisories are mapped continuously onto the devices they actually affect, rather than investigated from scratch each time a question or an advisory arrives.
- **Action:**
  Findings arrive already prioritized by severity, criticality, and life-cycle date, so staff effort focuses on remediation, refresh, and planning rather than compiling the list of what needs attention in the first place.

Four kinds of outcomes follow from that sequence. Routine installed base questions (inventory, support life-cycle status, advisory impact, and assessment reporting) are answered on demand rather than assembled. Asset and security teams absorb the same workload with less effort or a larger workload with the same staff. Exposures and expiring hardware are seen and acted on before they become incidents or emergency replacements. And multiyear refresh and budget conversations rest on current data rather than on estimates and spreadsheets.

The quantified findings below are grouped by the stage they belong to.

Staff Capacity Released Across Asset and Security Teams

Interviewed organizations reported staff capacity released across asset and security operations, where a single queryable view of the installed base replaces manual inventory correlation. They quantified this release separately for each of the two teams most affected.

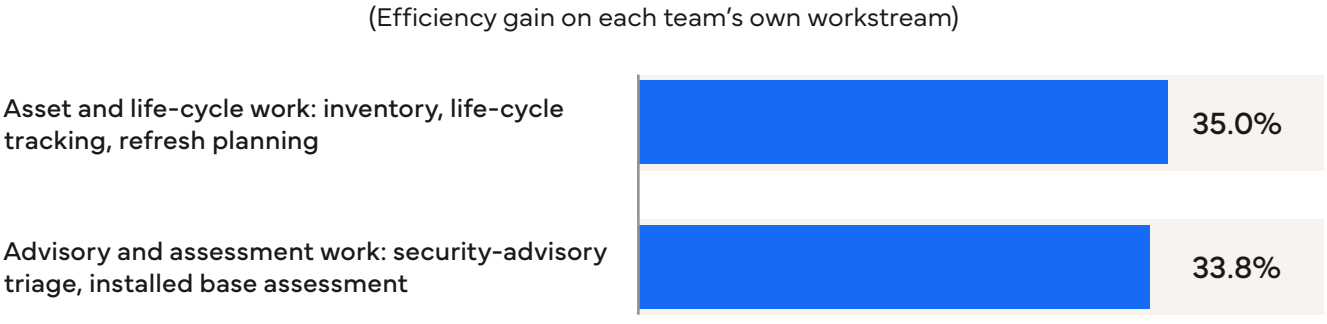
Asset and life-cycle work shows the larger gain, at 35.0% of that team's own workstream released, with advisory and assessment work close behind at 33.8%. That ordering follows directly from the usage distribution reported above: Asset management and adaptive assessment are where these organizations concentrate the overwhelming majority of their Cisco IQ activity, and that, in turn, is where recovered effort concentrates.

Each figure is an efficiency gain on that team's own workstream. The figures are not additive because they describe distinct teams inside each interviewed organization, and they do not represent head count reductions. No interviewed organization associated these gains with staff redundancies; they redirected the time released to higher-value or more strategically important work.

The composition of these teams is the reason the figures are expressed against a workstream rather than a role. Asset and life-cycle work in particular is carried by staff who combine it with other technical and operational responsibilities, so a percentage released from that workstream returns part of a defined body of work rather than part of a full-time role **(Figure 2, below).**

Figure 2

Staff Capacity Released Across Asset and Security Teams



n = 4; Source: IDC Business Value In-Depth Interviews, September 2026

Discovery: Establishing One Current View of the Installed Base

Time to Produce a Full, Current Asset Inventory

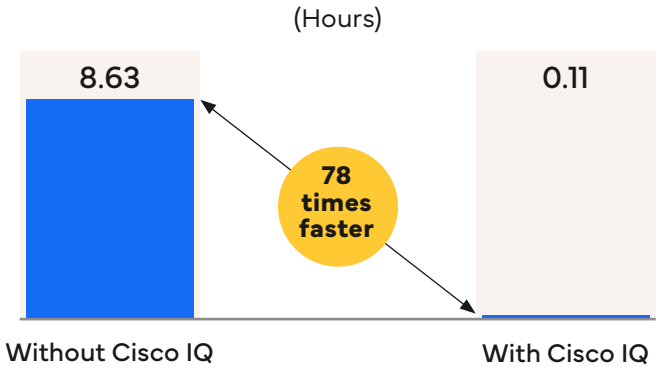
Consolidating discovery, contract, and life-cycle data into one dashboard compresses full installed base inventory production from more than eight hours to a fraction of an hour. This is the most direct measure of the first stage.

Before Cisco IQ, producing a full, current inventory of the Cisco installed base took interviewed organizations an average of 8.63 hours; they spent the better part of a working day correlating discovery tools, contract records, and license data by hand. With Cisco IQ, the same task takes an average of 0.11 hours, which is 78 times faster, a reduction of 98.7%. What changes is not the speed of the assembly work but its necessity. The answer already exists in one place, so the step of compiling it drops out of the task rather than being performed faster **(Figure 3, below).**

The saving recurs rather than accruing once. Interviewed organizations produce a current inventory whenever a question requires one, and at least one does so on a fixed cycle: The manufacturer prepares three budgets each year, and the asset record must be confirmed accurate by colleagues in each operating region before any of them is finalized. Where that confirmation previously depended on manual correlation, it now draws on a record that is already current.

Figure 3

Time to Produce a Full, Current Asset Inventory



n = 4; Source: IDC Business Value In-Depth Interviews, September 2026

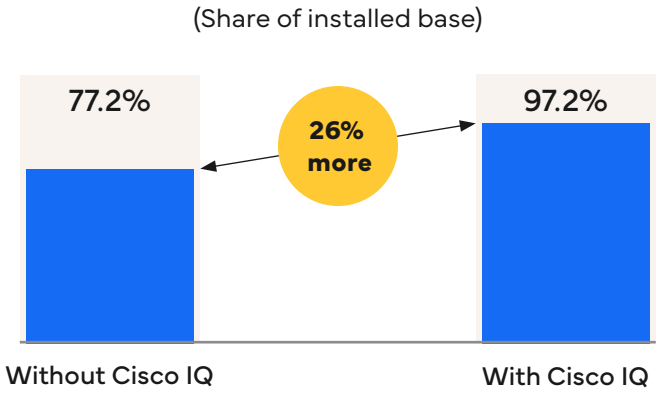
Pharmaceuticals:
"I go to IQ, and I can see it immediately."

Inventory Accuracy and Completeness

Speed is valuable only where the answer is also correct, and inventory accuracy improved alongside inventory speed. Interviewed organizations reported that the share of the installed base accurately inventoried rose from 77.2% before Cisco IQ to 97.2% with it, a 26% improvement **(Figure 4, below).**

The same consolidation drives this result, expressed in accuracy rather than in effort. Because device, component, and contract data feed into one authoritative record instead of several partial ones, the gaps between what each system separately knows are closed rather than reconciled.

Figure 4
Inventory Accuracy and Completeness



n = 4; Source: IDC Business Value In-Depth Interviews, September 2026

Pharmaceuticals:
"Now, with IQ, we have a good picture, because this tool also takes information from contracts and from license management and combines that inventory data in one portal."

Durable Goods Manufacturing:
"With Cisco IQ, our life-cycle status accuracy is sitting at 98%, 98–99%."

Installed Base with Accurate, Current Support Life-Cycle Status

Once the installed base is fully and accurately inventoried, life-cycle status becomes a byproduct of the record rather than a separate exercise. Interviewed organizations reported that 99.5% of the installed base now carries accurate, current last-day-of-support status, because contract and life-cycle dates are surfaced directly against every device. The practical consequence is a near-complete view of where the installed base is exposed to running hardware that no longer receives vendor fixes, maintained continuously rather than established by periodic audit.

Durable Goods Manufacturing:
"Right, I would say life-cycle management for hardware, because now we can immediately just open a dashboard. It tells you how many devices are reaching end of life, or whether they have support, and how many assets are covered. So life-cycle management is one. And the next thing is security advisory."

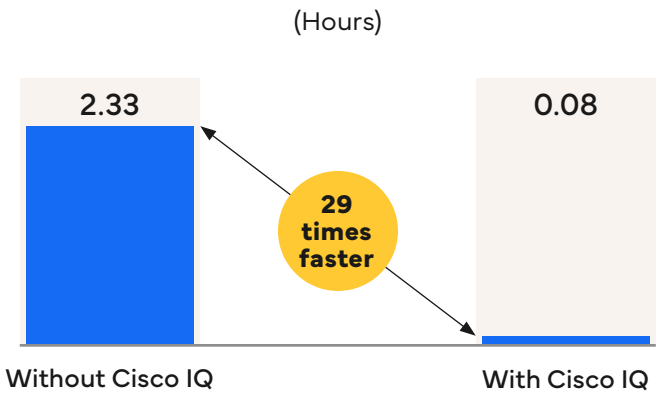
Time to Identify Devices Past or Approaching Last Day of Support

Knowing life-cycle status and acting on it are different tasks, and Cisco IQ compressed the second as sharply as the first. Identifying which devices were past or approaching last day of support previously took interviewed organizations an average of 2.33 hours of investigation. With Cisco IQ, it takes an average of 0.08 hours, 29 times faster, a reduction of 96.6% **(Figure 5, next page).**

Because life-cycle status is maintained continuously rather than checked periodically, the work shifts from investigation to notice, and it recurs on two separate triggers. The budget cycle described above requires a confirmed view of which devices are approaching the last day of support before each budget is set, and individual sites generate the same question as their equipment ages toward that date. The healthcare provider described using that notice to begin procurement before anything lapses, so that a replacement device is in place by the time support ends, raising refresh quotes per hospital as those dates approach.

Figure 5

Time to Identify Devices Past or Approaching Last Day of Support



n = 4; Source: IDC Business Value In-Depth Interviews, September 2026

Healthcare Provider:

"How it has changed is that we know when things need to be changed ahead of time, because it states it right there in IQ, so we can start ordering these devices and start replacing them. That way we can get to the last date of support and have the next one ready."

Coverage of the Cisco Installed Base

The findings above rest on a foundational condition that warrants stating on its own. Every one of the four organizations interviewed runs Cisco IQ across 100% of its onboarded Cisco installed base. The size of the Cisco installed base under management varied far less than employee count or revenue: Each organization managed between 8,600 and 15,000 Cisco devices, an average of 11,150. The inventory speed, accuracy, and life-cycle figures reported here therefore describe the complete installed base rather than sampled populations.

The granularity of that coverage extends below the device. The pharmaceutical company reported that Cisco IQ inventories the components within each device as well as the device itself, which in this company's case means an inventory running into tens of thousands of individual items.

Pharmaceuticals:

"We use it for our entire Cisco install base. It's complicated because Cisco IQ provides more detailed inventory, not only at device level, but also on the components of that device. So, in IQ I have an inventory of 30,000 to 50,000 different components altogether."

Efficiency Gain on Asset and Life-Cycle Work

Interviewed organizations reported that 35.0% of the effort the asset and life-cycle team spends on inventory, life-cycle tracking, and refresh planning is released, with manual correlation across configuration management, discovery, and contract sources no longer required. The figure is an efficiency gain on that workstream, not a share of the team's whole role and not a head count reduction.

Individual experience varies with how heavily an organization leans on the platform for this work. The manufacturer's technical lead reported a reduction in personal asset management workload well above the study average, attributed to the platform's more intuitive presentation of the same installed base.

Durable Goods Manufacturing:

"I've reduced my workload by between 50% and 60% on asset management, which is due to Cisco IQ's more intuitive way of the platform."

Life-Cycle Planning, Refresh, and Budget Confidence

The capacity released under the discovery stage surfaces most visibly in planning. Interviewed organizations described life-cycle data moving out of the operations team and into the budget cycle, changing both the timing and the tone of hardware refresh conversations.

The clearest illustration came from the logistics company, where an unbudgeted request to replace aged hardware, previously delivered by email with a figure attached, has become a planned budget line projected as far as five years out. The manufacturer described using the same visibility to plan replacements 12 and 24 months ahead within a rolling multiyear road map.

The healthcare provider tied it directly to operational continuity: Knowing exactly when a hospital's devices reach end of support allows the arrangement of a replacement quote in advance, so the transition is planned rather than urgent. The common thread is confidence. Refresh and budget decisions now rest on current data rather than on estimates, and the number of surprises substantially decreases. The effect is to make the installed base more resilient in life-cycle terms: Replacement happens on a schedule set in advance rather than in response to a device that has already passed out of support.

Study participants described:

Freight and Logistics:

"It's been a huge help to have the budget conversations with our operations. Previously that didn't happen; they would get an email saying you need to spend $192,000 to replace aged hardware. The biggest benefit is allowing us to better partner with operations and give them a budget number for the next year, and even five years out."

Durable Goods Manufacturing:

"That's what we always use the Cisco platforms for, when we do our one-year, two-year, three-year, four-year, and five-year road maps. We use the assets that we have and which ones actually need to be refreshed. We use that for everything, for budgetary purposes, because it allows us to see immediately what we need to replace in 12 months and in 24 months. We actually prepare three budgets every year: a budget for the following year, the year after, and for the third year."

Healthcare Provider:

"If we know a large hospital has devices going out of last day of service, we can ask for a quote to get refreshed devices. That way, once the devices reach last day of support or warranty, it's a smooth transition, and we don't have any issues within those hospitals, because Cisco IQ gives us those exact dates."

Pharmaceuticals:

"The single pane and more organized life cycle of infrastructure in terms of refresh and prioritization for critical refreshes. So, it's a single pane and life-cycle prioritization, let's put it this way."

Assessment: Mapping Life Cycle and Advisory Exposure

Time to Determine Which Devices a New Advisory Affects

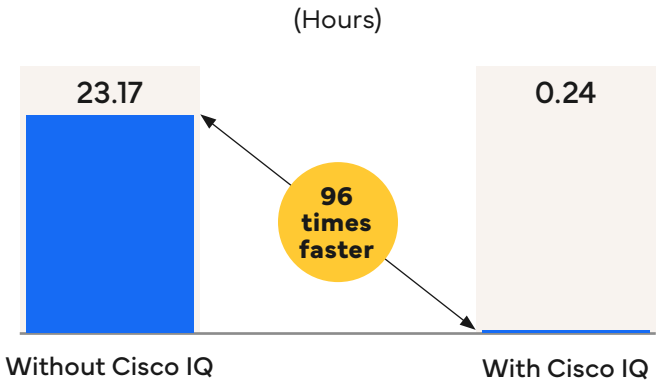
Mapping every published security and field advisory directly onto the affected devices cuts advisory impact assessment from days of investigation to a fraction of an hour. Before Cisco IQ, determining which specific devices a newly published security advisory affected took interviewed organizations an average of 23.17 hours. With Cisco IQ, it takes an average of 0.24 hours, which is 96 times faster, a reduction of 99.0%.

This is the continuous mapping described earlier, turned on advisories rather than on inventory. Because the platform already knows which devices are running affected software, the team's task changes from searching to verifying.

The frequency of this task is set outside the organization. It recurs each time Cisco publishes a security advisory or field notice affecting deployed software, and again whenever an audit requires a site-level view of exposure. Interviewed organizations described acting on critical and high-severity items as they surface rather than reviewing them at intervals, which is the practical difference between an installed base under continuous assessment and one assessed periodically **(Figure 6, below).**

Figure 6

Time to Determine Which Devices a New Advisory Affects



n = 4; Source: IDC Business Value In-Depth Interviews, September 2026

Durable Goods Manufacturing:

"Most of the advantage is that we don't have to try to look at which devices are affected. We already get that information from Cisco IQ, that this particular device is vulnerable to this vulnerability, so we just verify whether it actually is affected or whether it could be vulnerable. It makes tests much easier to do."

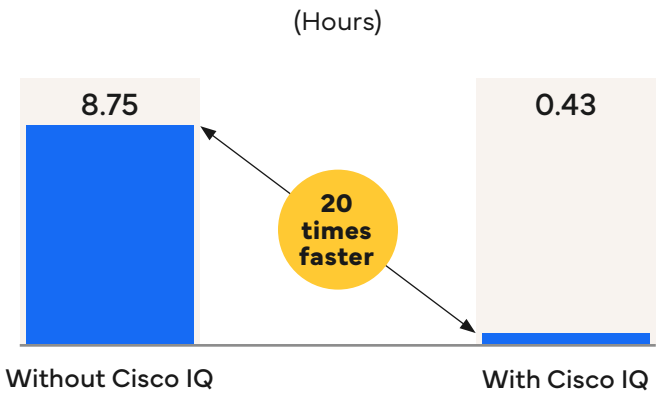
Time to Produce a Full Installed Base Assessment or Report

The same mapping extends from a single advisory to an assessment of the whole installed base. Producing a full installed base assessment previously took interviewed organizations an average of 8.75 hours. With Cisco IQ, it takes an average of 0.43 hours, which is 20 times faster, a reduction of 95.1% **(Figure 7, below).**

Because the underlying record is continuously current, a full assessment ceases to be a project and becomes an on-demand request. The logistics company described the result as both faster to obtain and more informative than what it replaced.

Figure 7

Time to Produce a Full Installed Base Assessment or Report



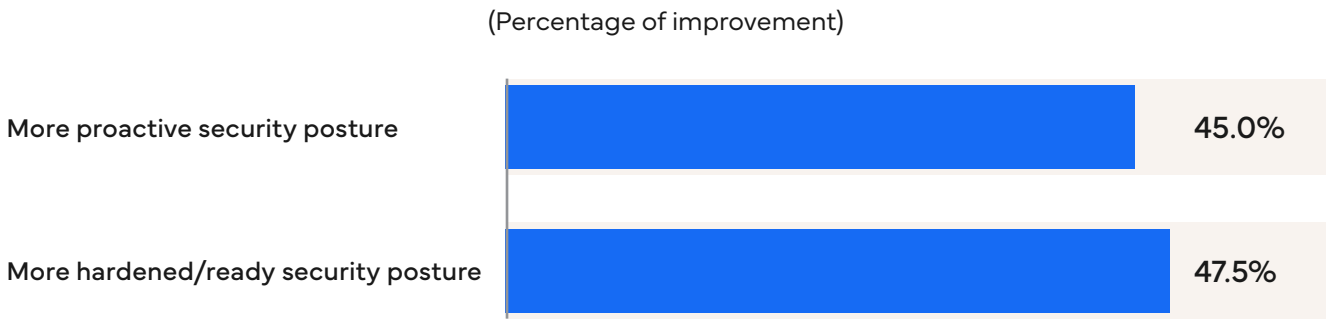
n = 4; Source: IDC Business Value In-Depth Interviews, September 2026

Freight and Logistics:
"It's faster and more insightful. Probably 25% faster at being able to generate the reports that you need to generate. Again, you can do that in five minutes."

Security Posture: From Reactive to Proactive

Faster and more frequent assessment changes the posture of the security function, not only its workload. Interviewed organizations reported a 45.0% increase in proactive security posture and a 47.5% improvement in hardening and readiness of their environment. What drives the shift is straightforward. Critical and high-severity advisories surface automatically against the installed base, so teams see and act on exposure before it becomes an incident rather than after. The healthcare provider described the critical and high-severity items as being in front of the team by default, which allows them to address issues and prevent outages rather than respond to them **(Figure 8, below).**

Figure 8
Security Posture Shift with Cisco IQ



n = 4; Source: IDC Business Value In-Depth Interviews, September 2026

Healthcare Provider:
"We have a full section within IQ that gives us the critical and high advisories, so it's all in front of us. Whenever we have something in a critical or high state, our team jumps on that, and we can prevent those outages."

Efficiency Gain on Advisory and Assessment Work

Interviewed organizations reported 33.8% of the effort spent on security-advisory triage and installed base assessment released, with advisory-to-device impact mapping arriving without manual investigation. The figure is nearly identical to the gain reported on asset and life-cycle work, and for the same underlying reason: Both sit in the discovery and assessment stages, which is precisely where these organizations concentrate their use of the platform.

The healthcare provider expressed the same gain as a counterfactual, stating that its 20-person team would need to approximately double in size to sustain the same advisory and assessment workload without Cisco IQ.

Healthcare Provider:
"We'd almost have to double the 20 people if we didn't have Cisco IQ."

Action: Remediating What Matters Most, First

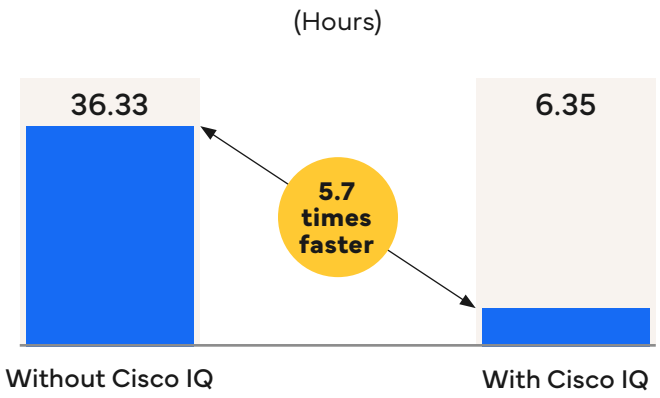
From Raw Findings to an Action Plan

Ranking exposures by severity, criticality, and life-cycle date turns thousands of assets and hundreds of findings into a prioritized action plan. This stage maps most directly into what interviewed organizations describe the platform doing for them.

Converting a raw list of findings into a prioritized action plan previously took an average of 36.33 hours, a labor-intensive sequence of manual steps to rank findings, identify the assets involved, and map vulnerabilities onto them. With Cisco IQ, it takes an average of 6.35 hours, which is 5.7 times faster, a reduction of 82.5%, because findings arrive already ranked rather than requiring the team to construct the ranking **(Figure 9, next page).**

Figure 9

From Raw Findings to an Action Plan



n = 4; Source: IDC Business Value In-Depth Interviews, September 2026

Freight and Logistics:

"If I had to categorize IQ, that's really what it's about: turning the data into what do we actually have to fix. What do we need to target for replacements? What do we need to target for security vulnerabilities, baseline configurations? That's really the entire intent of IQ: to be able to turn the data into actionable items."

Effort to Prepare a Leadership or Audit Report

Interviewed organizations reported a 70.3% reduction in the effort required to prepare a leadership or audit report. Because that reporting draws directly from the same live inventory, life-cycle, and advisory data described throughout this paper, it ceases to be a separate compilation exercise and becomes an extract of a record already maintained.

The change interviewed organizations described was one of substance as well as effort. Board-level conversations that previously conveyed an impression of the installed base now carry data-driven reporting drawn from the platform.

The effort saved here accrues to the same technical staff who operate the platform day to day rather than to the executives who receive the output, which is why this reduction registers inside the asset, advisory, and support workstreams rather than as a separate management saving.

Two organizations also described reporting frequency rising alongside the effort reduction, one stating that it can now produce reports more frequently than before and the other stating that it can generate a full report on demand. Once a report is an extract rather than a project, it can be produced on the cadence a question arrives rather than the cadence a compilation cycle allows, including ahead of an audit, which the logistics company described as a recurring trigger for site-level reporting.

Pharmaceuticals:

"For the level of the board, we would give information more at the feelings level. But now with IQ we can provide data-driven information, and especially with the AI element, we can provide some nice pictures and reports. It enables data-driven reporting."

AI-Driven Insight and Natural-Language Querying

One capability sits across all three stages rather than inside any one of them. The common thread across interviewed organizations' descriptions of the Cisco IQ AI Assistant is that it directly converts a question into an answer without requiring the person asking to know where to look first.

The clearest illustration came from the pharmaceutical company, which described asking in plain language how many switches required upgrading within the next two months and receiving a filtered answer drawn from tens of thousands of devices from a single prompt. The healthcare provider made a related point from the opposite direction: It spends very little time actively working in the assistant precisely because it resolves questions quickly enough that the assistant requires little dedicated time. The logistics company uses the capability operationally, through API-based natural-language queries about end-of-life timing layered on top of the core dashboards. Across the sample, AI use concentrated on retrieval, filtering, and summarization, and interviewed organizations described the quality of AI-generated assessment output as exceeding their expectations going in. Depth of adoption tracks time in production, with organizations further along having extended from dashboard queries to API-based ones.

Study participants described:

Pharmaceuticals:
"The AI Assistant provides us the opportunity to ask questions. As soon as you give the prompt, out of tens of thousands of devices, AI gives you intelligent output. For example, I may ask how many switches I need to upgrade in the next two months. With a single prompt, it analyzes the big database and filters it intelligently for me."

Healthcare Provider:
"The AI Assistant, whether it's for troubleshooting, assessments, or assets. I said it's a small percent of our time using Cisco IQ, but that's because we don't need to spend as much time on it. If you have a quick question, it gives you the answer directly, and you can go right to that device or problem."

Freight and Logistics:
"Our ability to interface with APIs to IQ. If somebody says, 'Hey, I want to know how many devices are end of life,' I can quickly leverage AI to say, 'You have this many, and this is when everything is going out for your site.'"

Pharmaceuticals:
"It's been only good things. About assessment, that gave us a big surprise. We didn't expect it to be that good."

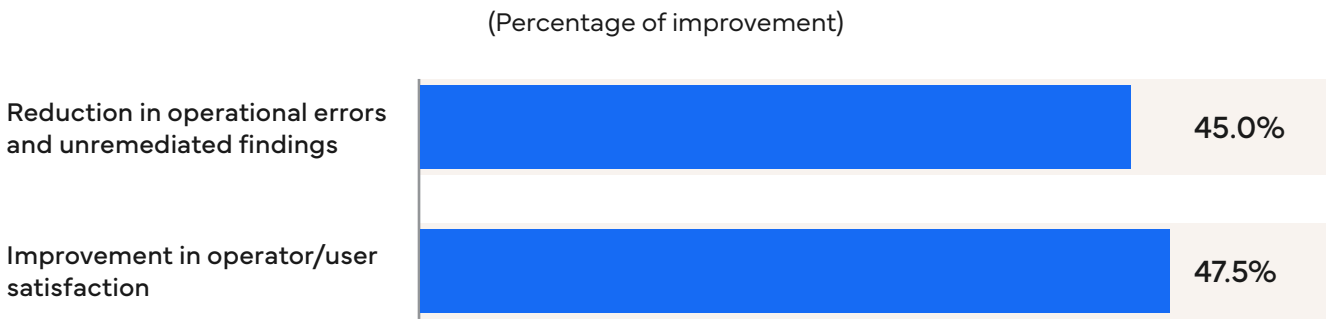
Cross-Cutting Organizational Outcomes

The effects of the three stages converge on two organization-level results. Interviewed organizations reported a 45.0% reduction in operational errors and unremediated findings and a 47.5% improvement in operator and user satisfaction **(Figure 10, next page).**

Both trace to the same root cause followed throughout this analysis: one current, queryable view of the installed base in place of several disconnected ones. The pharmaceutical company illustrated the error and remediation effect concretely, describing a compliance check that previously required a full rerun over a period of weeks and now returns in about a minute. The satisfaction gain is not incidental to that: Interviewed organizations tied improved satisfaction directly to the time the platform returns to them.

Figure 10

Cross-Cutting Organizational Outcomes



n = 4; Source: IDC Business Value In-Depth Interviews, September 2026

Pharmaceuticals:

"In the old-fashioned way, we'd have to rerun the compliance check. Now it's immediate. So, weeks down to one minute, around a 90% reduction."

Freight and Logistics:

"Easily a 20% increase in satisfaction with the platform."

Challenges/Opportunities

Opportunities

The benefits documented in this study likely understate what Cisco IQ can ultimately deliver because the organizations interviewed are still early in exploring it. Usage today concentrates heavily on asset and inventory management and adaptive assessments, while AI-powered support, guided remediation, and contextual recommendations remain in the low single digits of reported activity. As organizations extend into those less-used capabilities, and as Cisco continues to add functionality such as peer benchmarking, quantum-readiness assessment, and resilient-infrastructure services, some of which are already released, the addressable value for existing customers should grow without a corresponding increase in cost or deployment effort.

That last point indicates a structural opportunity as much as a technical one. Because Cisco IQ is entitled through a customer's support contracts, the barrier to broader internal adoption is organizational rather than financial: enabling adoption across the teams, use cases, and geographies inside an organization that already qualifies. Enterprises that have so far used the platform primarily for asset and life-cycle work have a comparatively low-cost path to also drawing on it for security posture management, support case handling, and cross-team reporting, each of which this study found to be used far less than its potential would suggest.

Challenges

Cisco IQ's value is bounded by the installed base it can see. The platform ingests and assesses Cisco infrastructure, and enterprises running substantial non-Cisco networking, security, or compute alongside their Cisco installed base will still face the fragmentation this study describes for whatever sits outside that boundary. Buyers with heavily multivendor environments should weigh Cisco IQ as a solution to part of their installed base–visibility problem rather than all of it and should expect to maintain some reconciliation across tools for the portion of the network Cisco IQ does not cover.

The platform is also young, and buyers should size expectations accordingly. Cisco IQ only reached general availability in April 2026; feature and functionality availability depend on the specific support tier for which a device is covered, and upgrading to Standard or Signature will come with an incremental cost. Additionally, several of its capabilities, including AI-powered support and guided remediation, have a limited real-world track record even among early adopters. At the same time, Cisco is not the only equipment manufacturer or services provider to build AI-driven infrastructure management into its support model, so buyers evaluating Cisco IQ should also weigh how leaning on it deepens dependence on a single vendor's ecosystem, tooling, and road map.

Conclusion

The four interviewed organizations reported that before Cisco IQ, obtaining an accurate and timely picture of their Cisco installed base required real manual effort, and that effort translated directly into risk exposure. Organizations now see and act on exposures before they become incidents, and they replace unsupported hardware on a schedule set in advance rather than in response to a device that is already out of support.

Interviewed organizations reported a 45.0% increase in proactive security posture, action plans produced 5.7 times faster from raw findings, and 99.5% of the installed base carrying accurate, current last-day-of-support status. Operational errors and unremediated findings fell by 45.0% over the same period. The speed figures are what produce that shift rather than an end in themselves: advisory impact assessment 96 times faster, identification of devices past or approaching last day of support 29 times faster, and full inventory production 78 times faster. They were accompanied by a 47.5% improvement in operator and user satisfaction. What stands out is how quickly these results appeared. Every organization in this sample is still early in its adoption, measured in months rather than years, and even so the effects are already large and consistent across industries as different as healthcare, pharmaceuticals, freight and logistics, and durable goods manufacturing. With Cisco IQ deployed across the entire current installed base, the picture that once took real manual effort to assemble is continuously available in one place, and the effort that once went into building it now goes into acting on the life-cycle insights the platform delivers.

These results are also, by the platform's own account, only a partial picture of what Cisco IQ can deliver. Usage among the organizations interviewed concentrates heavily in two of the six workload areas Cisco IQ supports: Asset and inventory management and adaptive assessments together account for roughly 85% of reported activity, while AI-powered support, guided remediation, and contextual recommendations each remain in the low single digits of usage. That concentration is not a limitation of the platform; it reflects where these organizations chose to start, given how much manual correlation work sat in inventory and assessment before Cisco IQ arrived. As adoption deepens and organizations extend into the workload areas they have only begun to touch, and as Cisco continues to expand the platform with capabilities such as peer benchmarking, quantum-readiness assessment, and resilient-infrastructure services, the benefits documented here should be read as an early measurement rather than a ceiling. The four organizations in this study, each already managing large and complex networking environments spanning the campus, datacenter, edge, and multicloud, are still finding new uses for a platform their teams have used for less than a year.

For organizations still discovering and inventorying their Cisco installed base manually, the implication IDC draws from this research is straightforward: It is no longer how fast staff can correlate data; it is how effectively an organization can act on the intelligent insights based on a record it can trust. Enterprises evaluating AI-powered service delivery platforms should look beyond the surface-level automation and ask how much accumulated real-world engineering expertise lies behind it and how much of that platform's potential still lies ahead of them.

Appendix: Methodology

IDC used its standard Business Value methodology for this project. This methodology is based on gathering data from organizations currently using Cisco IQ as the foundation for the model.

Based on interviews with organizations using Cisco IQ, IDC performed a three-step process to calculate the benefits and value:

1. Measure the benefits from reduced alternative investments, end-user staff efficiency, additional revenue, and process improvement–related savings. IDC gathered quantitative benefit information during the interviews using a before-and-after assessment of the impact of Cisco IQ.
2. Ascertain the investments made in deploying and using Cisco IQ and the associated migration, training, and support costs.
3. Project the value realized and the associated benefits over a defined time period.

Note: All numbers in this document may not be exact due to rounding.

About the IDC Analysts



Chris Barnard

Vice President,
Networking and Infrastructure Services, Enterprise Infrastructure, IDC

Chris Barnard is a vice president within IDC's Enterprise Infrastructure global research domain and the global subdomain lead for Networking and Infrastructure Services. In this role, Barnard leads a worldwide team that provides qualitative and quantitative insights into enterprise, campus, datacenter, and cloud networking infrastructure, as well as network automation and observability. On the services side, he and his team cover the full spectrum of infrastructure services, including support, deployment, and life-cycle services. Based in Amsterdam, the Netherlands, Barnard also contributes to IDC's EMEA-focused network and services research. His personal research interest is in the transformation of the network and services landscape, including how vendors are driving and being impacted by these changes in the AI era.

More about Chris Barnard →



Leslie Rosenberg

Research Vice President,
Networking and Infrastructure Services, Enterprise Infrastructure, IDC

Leslie Rosenberg is research vice president in IDC's enterprise infrastructure global research domain, within the networking infrastructure and services subdomain. Rosenberg's research spans consulting and integration services surrounding network, compute, and storage technology deployments. She examines project-based services for established and emerging infrastructure technologies, with a focus on how life-cycle service offerings will evolve, impacting people, processes, tools/platforms, and methodologies worldwide. Rosenberg's research evaluates services delivered by technology manufacturers, global systems integrators, cloud service providers, and telcos as they look to compete in the enterprise market.

More about Leslie Rosenberg →

About the IDC Analysts (continued)



Elaina Stergiades

Research Director,
Networking and Infrastructure Services, Enterprise Infrastructure, IDC

Elaina Stergiades is a research director within IDC's enterprise infrastructure global research domain, and part of the networking infrastructure and services subdomain. She covers IDC's IT Service Strategies for Proactive Customer Success program. In this position, she provides insight and analysis of industry trends and market strategies for technology vendors, offering customer success, deployment, and support services across a variety of software deployment models. Stergiades' research includes evaluating customer success capabilities across technology providers, examining advanced predictive and prescriptive technologies in success and support, and understanding how AI adoption is changing both customer requirements and delivery models for these services across the IT environment. She also tracks end-user sentiment, with a focus on how technology providers can help organizations maximize the value of their IT investments.

More about Elaina Stergiades →



Ladislav Kinda

Consultant,
Business Value Strategy Practice, IDC

Ladislav Kinda is a consultant in the IDC Business Value Strategy practice team. Kinda conducts customized business value research and consulting projects for clients across various technology domains. His primary focus is assessing the return on investment from their adoption of enterprise technologies. Kinda's research delves into how organizations leverage digital technology solutions and initiatives to enhance efficiency and drive business growth.

More about Ladislav Kinda →

Message from the Sponsor

Cisco IQ is a unified, AI-powered interface where human expertise meets agentic intelligence. It transforms Cisco support and professional services into our customers' strategic edge, from planning and design through operations and transformation.

It provides the ultimate digital experience designed to accelerate time-to-value, resiliency, and simplicity. Cisco IQ guides you on how to proactively manage risk, avoid downtime, and achieve faster time-to-resolution, supporting greater uptime and performance. By embedding Cisco IQ in our Support and Services offers, we are empowering customers to seamlessly deploy, manage, secure, and optimize their technology investments.

For more on Cisco IQ, visit the www.cisco.com support services page.

IDC Custom Solutions

IDC Custom Solutions produced this publication. The opinion, analysis, and research results presented herein are drawn from more detailed research and analysis that IDC independently conducted and published, unless specific vendor sponsorship is noted. IDC Custom Solutions makes IDC content available in a wide range of formats for distribution by various companies.

This IDC material is licensed for external use and in no way does the use or publication of IDC research indicate IDC's endorsement of the sponsor's or licensee's products or strategies.

IDC.com | IDC on LinkedIn | IDC Blog

International Data Corporation (IDC) is the technology intelligence layer of the AI economy. A global leader in research and data for more than 60 years, IDC's expert analysts, proprietary datasets, and rigorous methodologies are trusted by business and IT leaders to guide critical business strategies and IT investments. Today, that intelligence is built into the tools and workflows where work gets done with IDC Quanta, making work sharper, teams faster, and businesses harder to beat.

©2026 IDC. Reproduction is forbidden unless authorized. All rights reserved. CCPA