Achieve Operational Excellence with Cisco Services

Now more than ever, take advantage of services from Cisco and its partners to realize the full business value of your technology investments

The Public Sector Dilemma

From cost containment and reduction, threat and risk mitigation to providing new and innovative services, today's public sector organizations face myriad challenges and priorities. For IT teams tasked with supporting such initiatives, having the right technology solutions becomes a critical component of achieving mission success and performance goals.

However, many public sector IT systems are extremely complex and have been developed in disparate functional silos, leading to unnecessary redundancy, increasing cost, and gaps between technology solutions and the operational requirements they were designed to facilitate.

To achieve operational excellence, reduce expenses, and achieve better governance, public sector organizations need much more than a "break-fix" vendor that provides support when something goes wrong. They need a trusted, strategic partner that can help them plan, build, and manage a mission-critical application infrastructure.

> **Overcoming the Balance Deficiency**
> According to Forrester Research, 80 percent of public sector IT resources are spent simply "keeping the lights on," leaving only 20 percent for innovation and new services. The entire Cisco® Services portfolio is structured around helping overcome this balance deficiency.

How Cisco Services Can Help

As the worldwide leader in networking and the pioneer of IP-based technologies, Cisco has the expertise and best practices to help public sector organizations meet current and future challenges. Exceeding the scope of a traditional hardware vendor, Cisco has a network of resources to proactively support all of your IT infrastructure concerns. Cisco's primary public sector offerings include:

- **Technical Support Services** – Cisco's award-winning SMARTnet Service goes far beyond what traditional support contracts provide. Cisco Services has developed a deep knowledge base, acquired through more than 25 years of industry innovation and leadership with more than 50 million installed devices and 6 million annual customer interactions. With Cisco you get service and support that consistently win awards year after year. Cisco continues to set the standard when it comes to support performance and value to our customers. Visit www.cisco.com/go/serviceawards to find out more about the industry recognition Cisco has earned for high-quality support performance, web-based support, and engineer certifications.

Organizations looking to take advantage of new business models like cloud services and other architectural approaches are recognizing that the first step is to know what's on your network through Cisco SMARTnet coverage.

Cisco SMARTnet Service provides troubleshooting support, advance hardware replacement options, and extensive self-help and knowledge transfer to empower your network operations and support staff. A standard warranty only offers delayed hardware replacement during the warranty duration.

> If you're not covered, how can you know if your network is secure?

If you're not covered, you're not secure

Technology changes rapidly, and keeping your IT staff up to date on the latest advances and security issues can be challenging. Cisco SMARTnet Service can help you:

- Quickly resolve issues: Identify and resolve problems quickly before they significantly affect business continuity.
- Empower your IT staff: Improve operational efficiency by keeping your IT staff up to date on the latest technology advances and security threats.
- Mitigate risk: Detect security issues that could negatively affect the availability, performance, and reliability of your network. With Cisco SMARTnet Service, you can quickly and easily access the latest security updates, patches, and fixes, and equally important, leverage Cisco Services to determine whether and how to remediate. If you're not covered, you're not secure.

Network Resilience

With Cisco SMARTnet Service, you will experience a more stable, reliable, and resilient network that helps maintain business continuity.

When you need dependable, fast access to business-critical parts, Cisco SMARTnet Service delivers. You can choose from a variety of hardware replacement options to keep your network up and running, including premium options such as two-hour replacement and onsite parts replacement and installation.

End-to-end security. With cyberthreats an ever increasing problem, network security is becoming an even more critical issue for organizations handling sensitive or classified information. Cisco Services can help identify, prevent, and mitigate IT attacks by providing a holistic view of network assets and vulnerabilities while balancing user needs.

Professional services. Cisco employs an architectural approach, using consultative planning, solution development, and deployment services to help public sector customers accelerate results and mission success. Cisco Services specialize in a number of architecture areas, including data centers, security, mobility, and collaboration. To align with customers' business objectives, Cisco also provides the following services:

- **Enablement/program management.** Provides a governance and delivery model that makes sure of operational excellence, while delivering executive visibility, coordination, and management of Cisco activities for the duration of a project.
- **Network optimization.** Optimizes secure wired and wireless networks and supports public sector IT teams in managing change, improving performance, and making better-informed IT investment decisions.

Visibility of assets. Organizations cannot protect their networks without knowing exactly what is on their networks. Cisco offers information collection, reporting, and analysis tools to provide asset visibility and management.

Value Protection. Cisco offers predictable costs aligned to your budget and constraints. Cisco also offers term programs that avoid cost increases of 8 to 10% per year, helping lower overall expenses.

- **CapEx *and* OpEx savings.** When analyzing the overall cost of owning and operating a network, the initial cost of equipment (capital expenses, or CapEx) is not the only expense to measure. Organizations must also take into account operational expenses (OpEx), which are costs associated with tasks such as implementation and management, as well as power and facilities. Cisco can help public sector organizations lower both CapEx and OpEx costs—not one or the other—by providing a single vendor solution that reduces complexity and uncertainty.

Summary

Take advantage of services from Cisco and its partners to realize the full business value of your technology investments. With their help, you can harness the power of the network to successfully plan, build, and manage your IT infrastructure.

Whether consulting on best-practice business and technology architectures or providing knowledge to augment your in-house capabilities, Cisco Services deliver a comprehensive portfolio of services for solving even your toughest operational challenges.

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