

# The Business Value of Cisco IQ



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IDC’s research demonstrates that organizations using Cisco IQ were able to shift from reactive to proactive management of life-cycle and security risk. Interviewed customers said Cisco IQ replaced fragmented configuration management databases (CMDBs), discovery tools, and manual spreadsheet reconciliation with a single view of their Cisco estate, which improved inventory reporting and advisory-impact assessment. By correlating telemetry, support coverage, life-cycle milestones, and security advisories against their own infrastructure, Cisco IQ identified at-risk assets and delivered findings already prioritized for action. Interviewed customers were able to address end-of-life and last-day-of-support exposures earlier and gained capacity across assets, security, and support functions.

## Key Results

**5.7 times** faster to turn raw data into a prioritized action plan

**20 times** faster to produce a full installed base assessment

**45%** reduction in operational errors and unremediated findings

Customer Quote (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.”

## Visibility Benefits

→ **78 times** faster to produce full, current asset inventory

→ **97.2%** average inventory accuracy, a 26% improvement

→ **35%** more efficient asset and life-cycle work

Customer Quote (Pharmaceuticals):

“We have greater visibility now. All the needed information is in one place. It’s better, improved. Before it was fragmented. Very fragmented. Siloed. We had to correlate in different places. Now it’s much more available for us.”

## Resiliency Benefits

→ **96 times** faster to determine which devices a security advisory affects

→ **45%** more proactive security posture by mitigating exposures before they become incidents

→ **34%** more efficient security-advisory triage

Customer Quote (Healthcare):

“Cisco IQ reduces the amount of time to resolution, and the outages, and prevention. 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.”

## Modernization Benefits

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

→ **99.5%** of installed base now carries accurate, current last-day-of-support status, on average

→ **70.3%** less effort to prepare a leadership or audit report

Customer Quote (Durable Goods Manufacturing):

“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.”