



## Manage Your Infrastructure with Confidence and Peace of Mind

- Increase IT and user productivity
- Control costs
- Pave the way for IT and business innovation and support growth
- Reduce risk

## Collaboration Optimization Services

In today's business world, your organization needs to adjust to the rapidly changing technology landscape to stay competitive. Your employees, users, and partners expect collaboration tools and applications to provide effortless communication and interaction in the work environment, on any device and in any location. In order to keep pace with technology growth and deliver optimal collaboration experiences to your stakeholders, you need an optimized collaboration infrastructure. It needs to be able to scale to support additional users, new software, more endpoints, and more geographic locations, all while IT is under pressure to reduce costs and provide a solution where video, voice, conferencing, and instant-messaging infrastructure is secure.

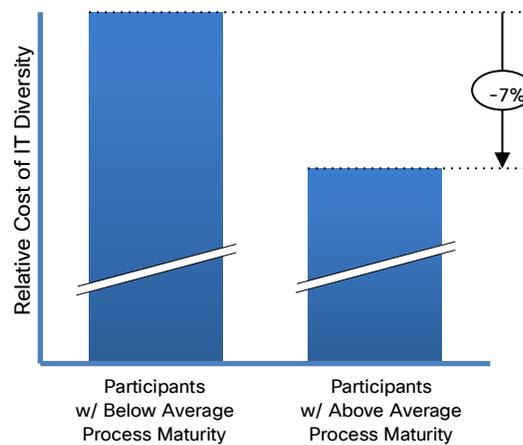
The Cisco Collaboration Optimization Service helps you respond to these challenges. It helps you keep your infrastructure running smoothly and adapt to meet your business objectives. Reduce your risk. Improve IT and end-user productivity. Control costs and ensure your infrastructure can support business growth.

## The Challenge: Maintain Stability and Performance While Reducing Risks

Your challenge to maintain a secure, reliable collaboration infrastructure while enabling business growth and productivity is harder than ever.

According to Gartner's I&O Maturity model below, higher process maturity yields greater cost efficiency. By optimizing the performance of your collaboration infrastructure, you can achieve higher process maturity. Customers who have optimized their infrastructure have seen ROI of over 58% with almost immediate payback (TEI)

### Higher Process Maturity Yields Greater Cost Efficiency



Average process maturity of study group: 2.4 on a CMMI-aligned, 5-point scale.  
Study participants normalized by size to factor in scale economies

## Optimization helps accelerate IT and business benefits

- Reduced time needed to deploy major new tools or initiatives by 4-6 months, accelerating time to value
- An average of \$190,000 in savings per project with optimization support
- An average of 58% return on Collaboration Optimization Services investment with almost immediate payback

Source: Forrester Total Economic Impact Study – Cisco Collaboration Optimization, 2014

## Reduce Risk, Increase Productivity and Lower Costs with Collaboration Optimization Services

Collaboration Optimization Services help you address the challenges facing your IT organization by solving the issues you face now and preparing your team and infrastructure for the future. Our services help you reduce risk through proactive security alerts, audits to identify stability issues, capacity planning and more to reduce the occurrence and impact of issues. It helps you introduce or optimize automation to reduce overhead for provisioning and remediating devices. It helps you ensure that users are able to connect and collaborate quickly and efficiently. Collaboration Optimization Service reviews your architecture and business objectives on a regular basis and helps ensure that your infrastructure adapts to changes and growth. Finally, it does all of this while leveraging broad industry and technical experience to make changes quickly and efficiently to lower costs.

### Why Cisco?

When you find the right balance between availability and performance, you can have more strategic business conversations with IT at the helm. With direct access to the people, processes, and tools needed to compete in a rapidly changing world, you can focus on finding ways to fuel business and technology innovation.

By partnering with Cisco, you can proactively mitigate outages and focus on the needs of the business. By balancing the appropriate amount of time and resources to performance and availability, you can keep pace with rapidly growing business, while reducing overall IT costs.

And, even in an increasingly complex hybrid environment, you can swiftly respond to change without causing disruption for your employees and customers.

### Next Steps

Where are you in this journey? Connect with your Cisco Services representative to start the conversation or learn more here <http://www.cisco.com/web/services/index.html>