CISCO Connect

Cisco IQ

AI-powered Digital Interface accelerating the Customer Experience revolution

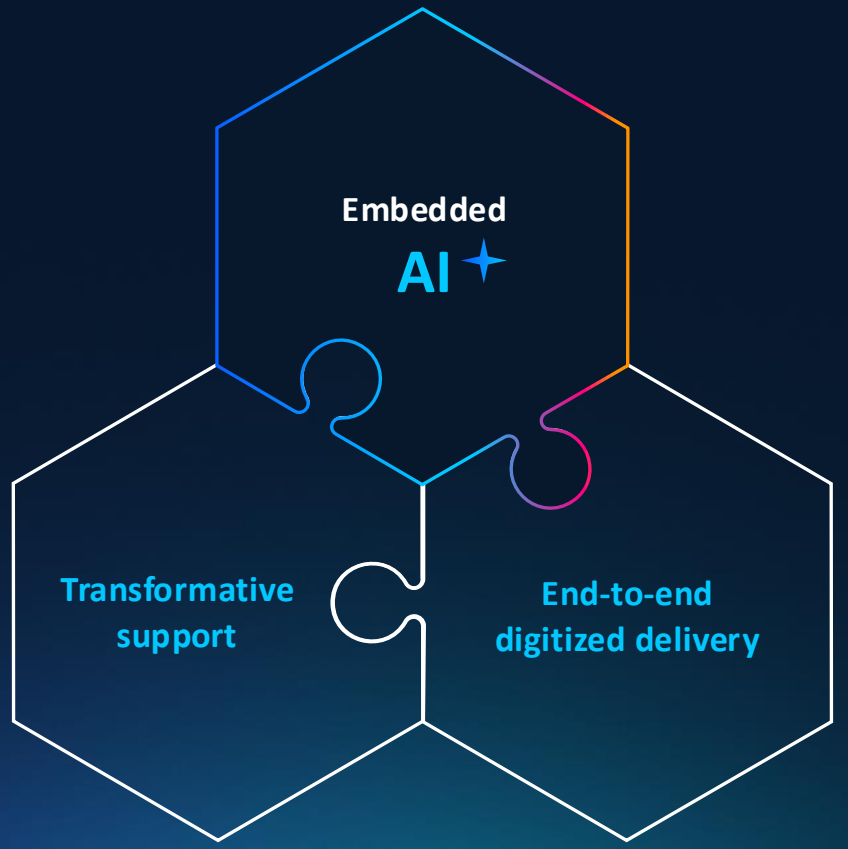
Dave Lucas
Principal Architect
@dlucas10

Jay Kuhne
Principal Architect, Product Management
Customer Experience
@jaykuhne



September 23, 2026

Cisco is revolutionizing how technology is **deployed, adopted, and operated** in the AI era



Resiliency

Simplicity

Time to Value

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What's standing in your way

Complexity	Complex, fragmented services and support experiences Delay in issue resolution
Risk	Risk from disjointed automation and visibility Increasing cost from downtime
Skills gap	The growing skills gap in a rapidly advancing world Feeling one-step behind
Higher expectations	Escalating expectations for proactive, measurable outcomes Slow value realization

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What's standing in your way

Complexity	IT teams spend **~30% of their time** responding to disruptions
Risk	**96% of IT leaders** experienced at least one major outage in the last three years.
Skills gap	**96% of technologists** report workloads have increased because of missing skills.
Higher expectations	**78% of organizations** say they've **abandoned projects** due to lack of skills or capacity.

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What if every experience could be…



Personalized



Proactive



Predictive

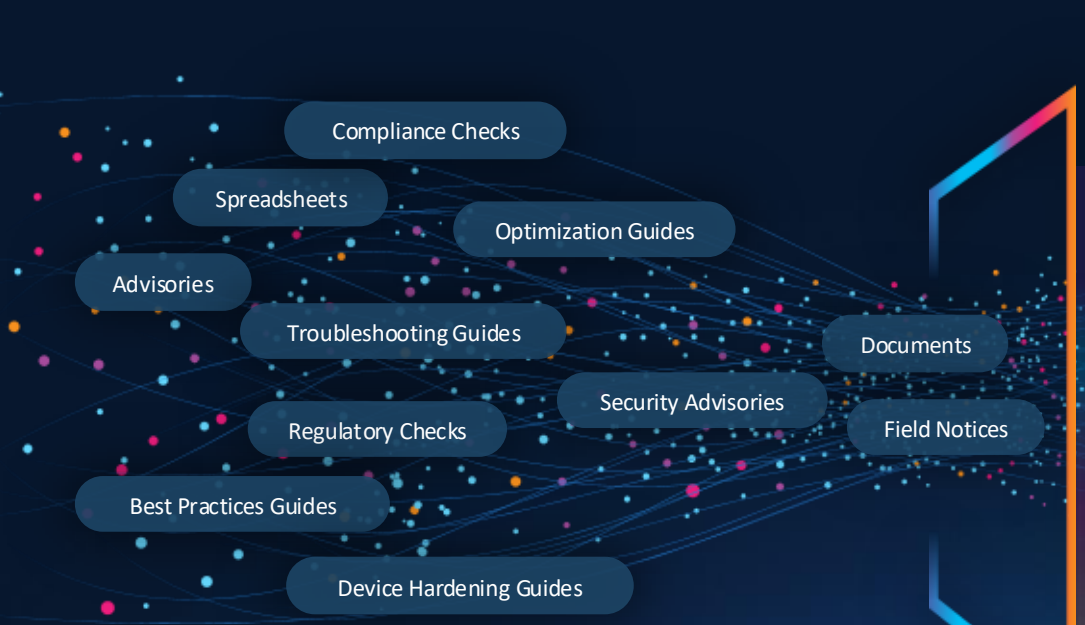
…as if you are our only customer

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Introducing

Cisco IQ



- Predictive Asset Insights
- Adaptive Infrastructure Assessments
- AI-powered Support
- Personalized Learning
- Digitized Delivery

Benefits

- Complete landscape clarity
- Proactive resilience
- Rapid resolution
- Contextualized professional services

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You can’t protect what you can’t see

Cisco IQ

1 Complete landscape clarity

Solve for the 10,000-piece infrastructure puzzle.

Access real-time, benchmarked view of every asset, configuration, and risk.

2 Proactive resilience

3 Rapid resolution

4 Contextualized Professional Services

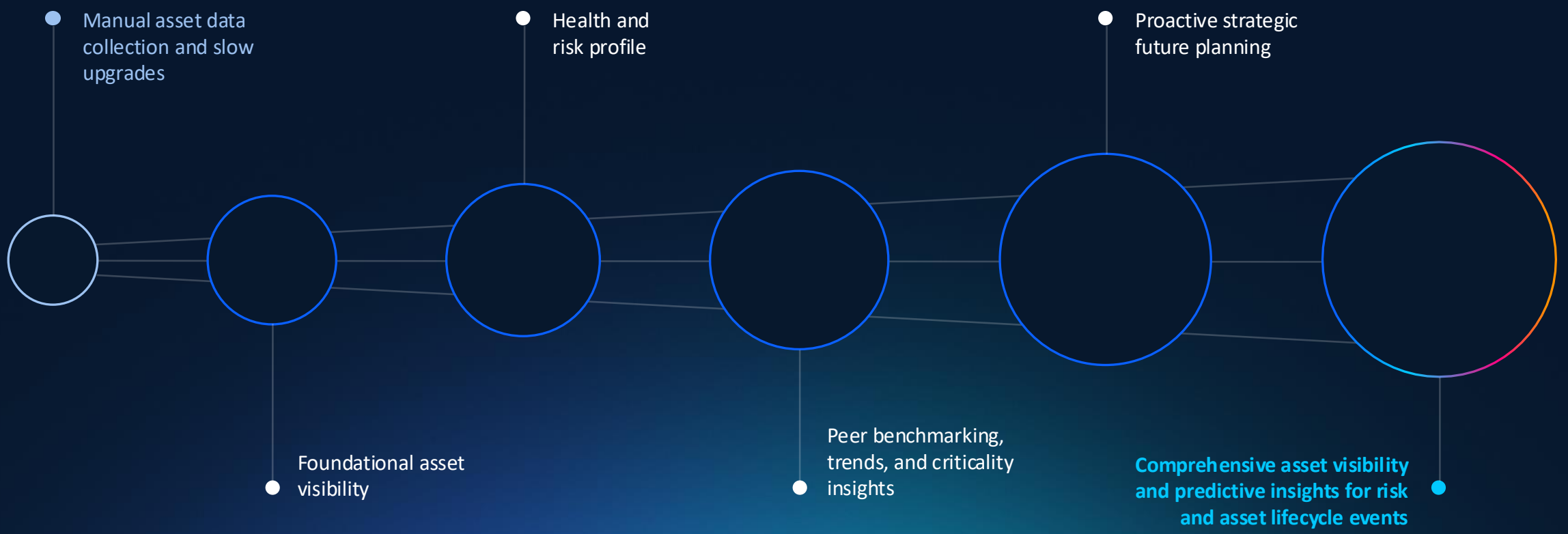
Cisco IQ gives you absolute clarity

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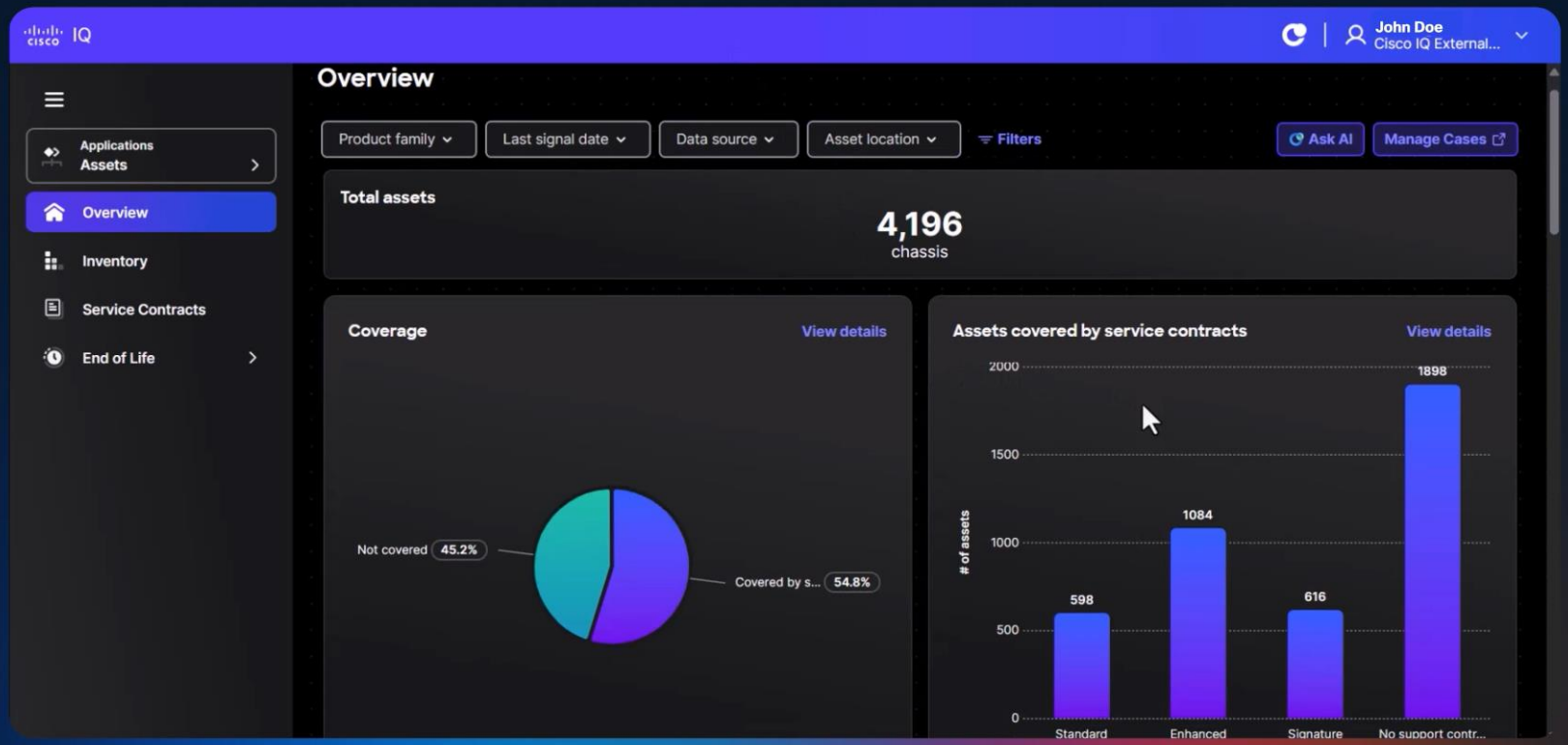
Predictive assets insights

From chaos to understanding your Cisco IT landscape…



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Cisco IQ in action: Predictive Asset Insights



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Every outage has a trail

Cisco IQ

1 Complete landscape clarity

2 Proactive resilience

Escape the noise of alerts and reactive firefighting.

Surface and prioritize critical issues before they ever become an outage.

3 Rapid resolution

4 Contextualized Professional Services

Cisco IQ finds it before you feel it

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Adaptive infrastructure assessments

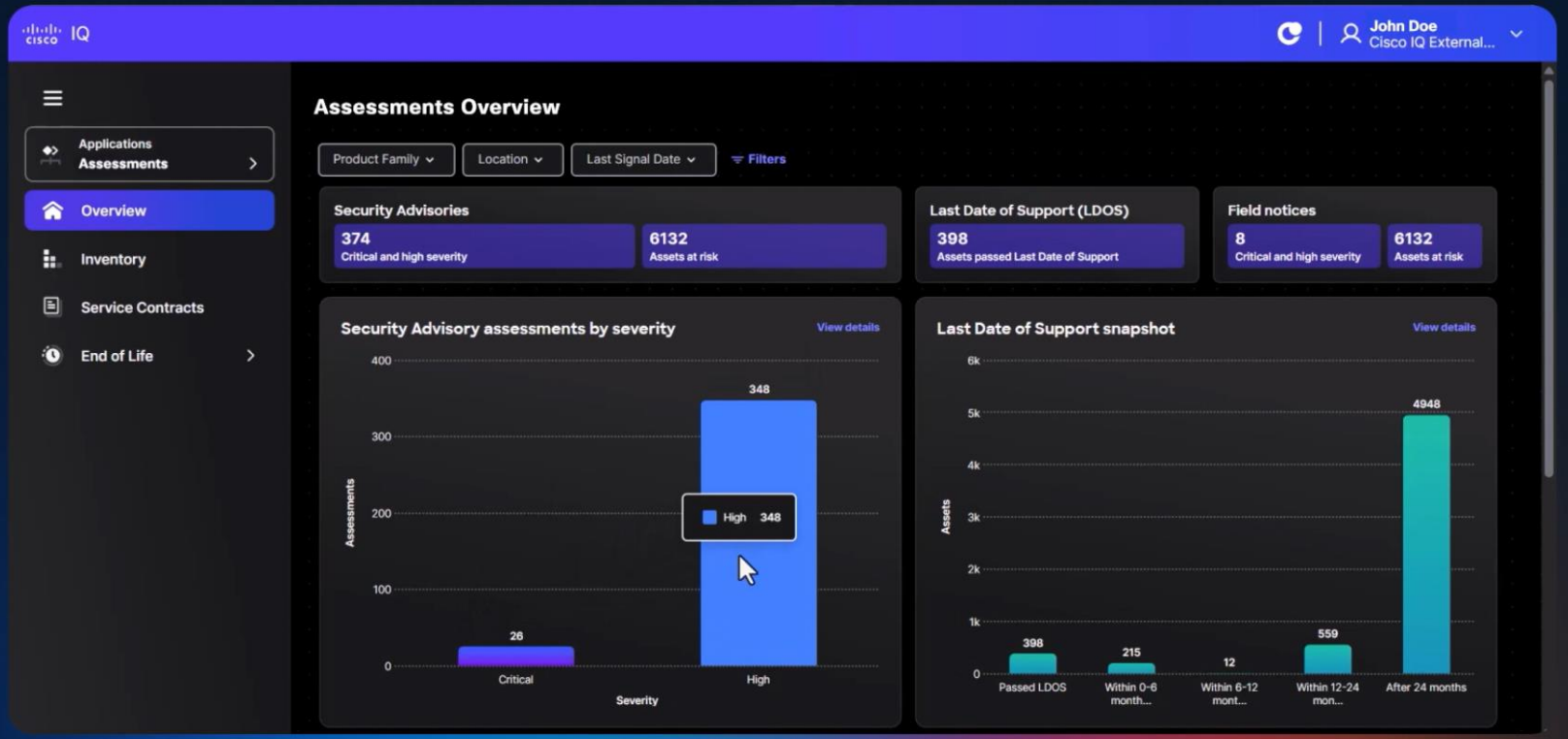
From blind spots to preventing outages…



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Cisco IQ in action: Adaptive Infrastructure Assessments

Automating security hardening checks and execution



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A complex service request could mean hours

Cisco IQ

1 Complete landscape clarity

2 Proactive resilience

3 Rapid resolution

Collapse troubleshooting timelines from hours to minutes.

AI understands your environment to fix problems quickly.

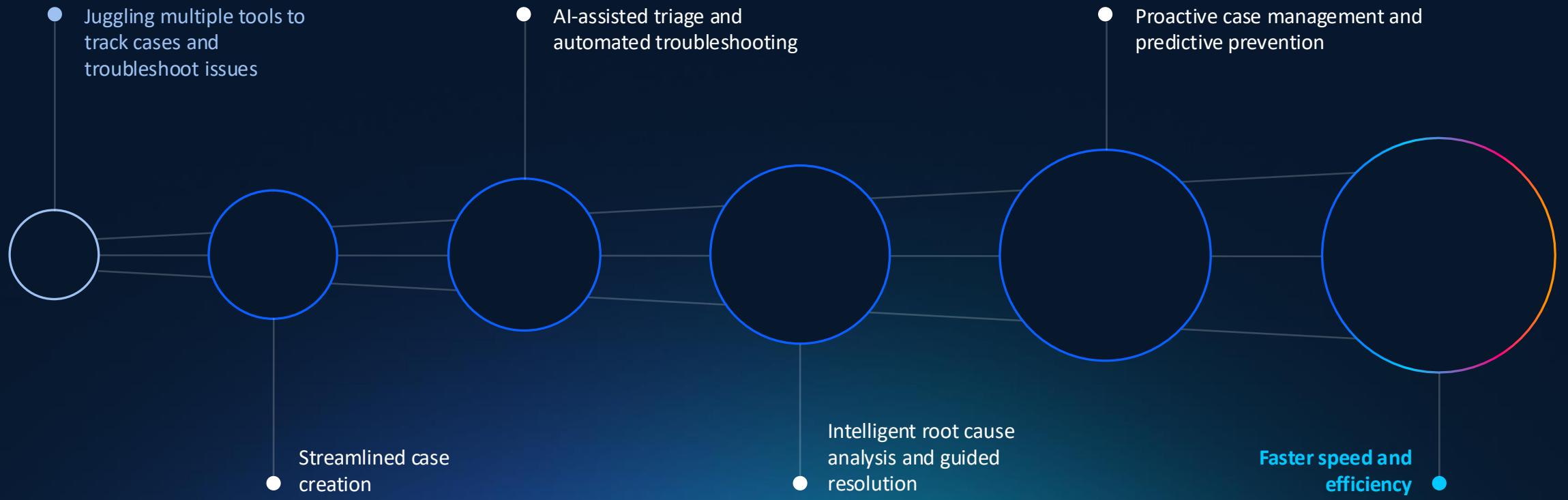
4 Contextualized Professional Services

Cisco IQ solves it in minutes

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AI-powered troubleshooting

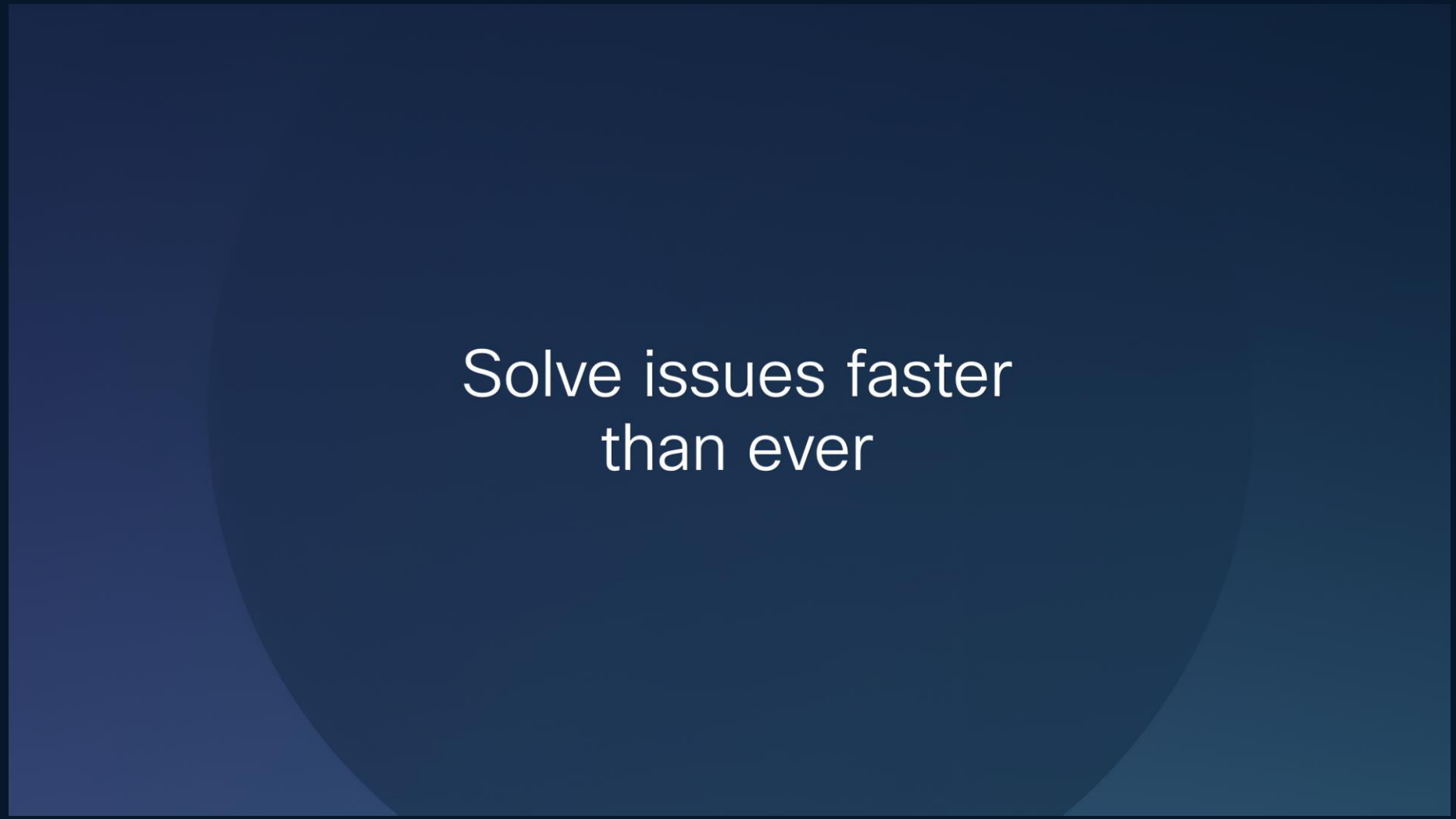
From juggling tools to resolving incidents faster with less effort…



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Cisco IQ in action: Cisco AI Assistant for Support

Accelerate resolution and streamline case management with conversational AI guidance



Learning curve trial and error



1

Complete landscape clarity

2

Proactive resilience

3

Rapid resolution

4

Contextualized Professional Services

Eliminate the learning curve.

Harness over 40 years of expertise to build it right the first time – every time.

Every Cisco expert who already delivered similar projects is on yours

Contextualized Professional Services

Combining 40 years of expertise with digitized delivery

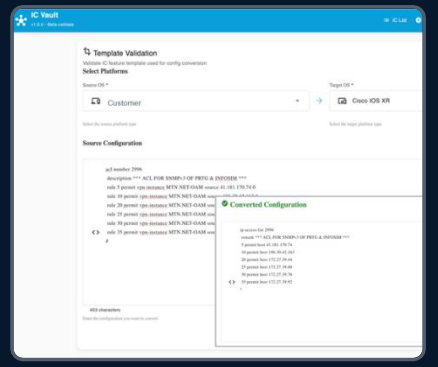
Frameworks, Agents, and Integrations

Infrastructure Management

Services as Code



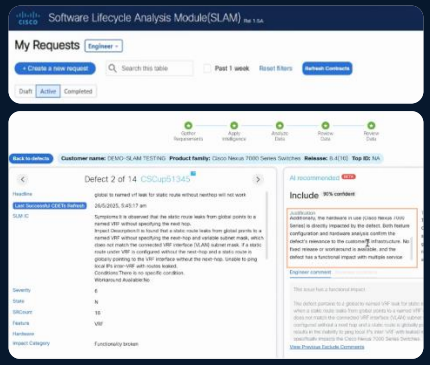
Automated, config version control, integrated testing, recommendations, troubleshooting



Migration Framework

Device migration, network software migration, technology migration

Automated migration planning, analysis, and execution



Software Recommendations

Software lifecycle analysis module

AI-assisted, accelerates software upgrade decisions and mitigates deployment risks

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Cisco IQ:

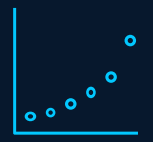
The intelligence that empowers IT to thrive in the AI era



Relentless resiliency



Unparalleled simplicity



Accelerated time to value



Cisco IQ gives me great insight(s) where I can go fact based to the finance community and say, "look if we don't replace it, patching becomes more difficult and we risk downtime, which we try to avoid. Let's make sure we stay up to date with our landscape.

Ralf Huebenthal
Global Head of IT Platforms



The gap between IT goals and operational reality is growing wider. Cisco IQ is helping us close it by providing continuous visibility, proactive assessment, and AI-driven intelligence throughout the entire technology lifecycle within a single digital interface.

Scott Gibbons
Sr. Mgr./Dep Director
IT Network Security & Observability



Every minute matters in healthcare. With Cisco IQ, we can quickly identify problem areas and get to root cause faster, which helps ensure our hospitals stay up and running. The AI capabilities make it faster and more intuitive to navigate our environment…"

Kevin Haz
IT Lifecycle Analyst

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Cisco IQ

Resilient Infrastructure Services

Introducing Cisco Resilient Infrastructure Services

Accelerate infrastructure resilience against AI-powered threats



Always-on landscape clarity
to advance the operating model for resilient infrastructure

Proactive structural resilience
through infrastructure modernization

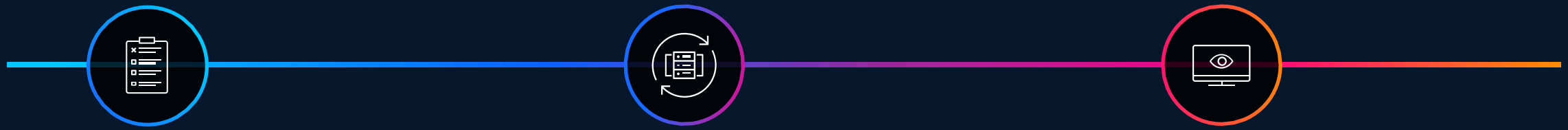
Machine-speed operations and threat response
for elevated security posture

Services powered by **Cisco IQ**

Cisco Support - Standard • Cisco Professional Services • Cisco Partner Ecosystem

Accelerate the path to infrastructure resilience

Cisco Resilient Infrastructure Services



Exposure Assessment

AI-Era Readiness Review with prioritized action plan

Cisco Support – Standard, inc. Cisco IQ INSIGHTS

- Asset inventory for visibility into EoL / LDoS
- Personalized security advisory mapping
- Risk criticality and prioritized remediation

OPTIONAL PROFESSIONAL SERVICES

- Remediation planning: compensating controls, change windows
- OS upgrade deployment-readiness review, remediation controls (config, rollback)

Infrastructure Modernization

Blast radius contained; manage structural debt

Cisco Support Standard, inc. Cisco IQ INSIGHTS

- Automated upgrades OS for critical devices
- Modernize deployment pipeline with automated validation and Services as Code*

OPTIONAL PROFESSIONAL SERVICES

- OS upgrades: pre/post validation
- Network Refresh
- Compensating Controls
- Network hardening with Zero Trust principles and segmentation

Defense Resiliency

Continuous support framework against evolving threats

Cisco Support Standard, inc. Cisco IQ INSIGHTS

- Continuous insights for ongoing risk and exposure
- Agentic responses for developing threats via Splunk®*

OPTIONAL PROFESSIONAL SERVICES

- Ongoing network hardening and posture-drift reviews
- Splunk SIEM \ SOAR playbooks
- Cisco Talos IR for deeper investigations

| * Available in future release

Cisco Resilient Infrastructure Services

Cisco Professional Services key capabilities

Exposure Assessment

Identify complex risk exposures

- Understanding the customer's network architecture to effectively map infrastructure and business-critical assets.
- Audit lifecycle status and support entitlements.
- Identify PSIRT and security exposures.
- Assess your total external attack surface.
- Prioritize risks based on business impact.

Infrastructure Modernization

Modernize and transform infrastructure

- Future-proof and secure your infrastructure to meet the AI era demands.
- Recommend best OS upgrade path to secure against known vulnerabilities.
- Enforce Zero Trust principles and implement dynamic segmentation.
- Accelerate patch velocity with automated workflows.
- De-risk change execution with automated deployment pipelines.

Defense Resiliency

Improve operational resilience

- Improve operational resilience with validated network capabilities.
- Monitor posture-drift for continuous security.
- Streamline SOC playbook and automate event response with SIEM/SOAR.
- Strengthen response with Talos Incident Response expertise.
- Maintain operational readiness for AI threats.

New *Standard* Support Capabilities

Launched in July

Resilient Infrastructure

Cisco IQ maps the attack surface, provides critical security advisory remediation guidance, identifies legacy assets, and prioritizes actions based on criticality.

Quantum Safe Infrastructure

Cisco IQ provides an automated, comprehensive analysis of a customer's network environment to determine its readiness for the quantum era.

Certificate Expiration

Cisco IQ evaluates a customer's certificates, detecting the expired and grouping the rest by expiration timeframe to help prevent outages and reduce risk.

Software Conformance

Cisco IQ evaluates the software version running on a customer's asset and identifies the optimal version based on Business Entity (BE) recommendations.

Peer Benchmarking

Cisco IQ compares a customer against anonymized peer organizations to enable data-driven decision and strategic planning.

Cisco IQ GA release capabilities

*AI-Powered Feature

	Basic	Standard (incl. Basic)	Signature (incl. Standard)
	Know what you have	Prioritize for operational resilience	Accelerate operational excellence
Predictive Insights	**See the unseen** Track every Cisco asset and subcomponent with dynamic high-confidence data. • Asset inventory • End of Life report • Service coverage report • LDOS Dashboard	**Smart insights, smarter decisions** Pinpoint exactly where to invest for maximum impact, ensuring your budget works as hard as your network does. • End of Life Insights * • Service coverage Insights * • LDOS Insights * • Asset Criticality Insights * • Asset tagging	
Adaptive Assessments	**From unplanned downtime to always on** Stop guessing where your risks hide with dynamic visibility into security advisories and field notices status. • Security Advisories report • Field Notices report	**Data-rich, insight-poor? Not anymore** Cisco IQ turns data into insights by correlating asset risks, so that you always know exactly what matters most. • Security Advisory Insights * • Security Hardening Insights * • Field Notices Insights * • Configuration Insights *	**From insights to impact** Actionable recommendations for security hardening and configurations for high-speed, high-confidence execution. • Configuration Recommendations * • Security Hardening Recommendations *
AI-Powered Support	**Support, simplified** Open and track cases and resolve issues faster. • Case Management • Self-serve Troubleshooting *	**From reactive to remarkable** Track case trends and efficiency metrics to show continuous operational improvement. When you need help, Cisco IQ is your context-aware resolution assistant to guide you from the immediate fix to the root cause. • Case Insights *	

Cisco IQ Coming Capabilities

(SaaS)

	1HFY27 (Aug - Jan)*
Complete Landscape Clarity	• Complete Asset Inventory (HW, SW, Subscriptions) • Asset APIs (Full Release) • Asset Reconciliation and Reporting (Including MACDs) • Generative Asset Replacement Recommendations • MCP/A2A Integrations (MVP)
Proactive Resilience	• Assessment APIs (Full Coverage) • Priority Bugs • Quantum Phase 2 (risk assessment + transport assessment) • Assessment Findings/Recommendations Clustering • Trending Insights • Assessment Runtime Personalization • Custom Rules in Configuration Assessments • MCP/A2A Integrations (MVP)
Rapid Resolution	• Remediation / Mitigation Execution (Configuration and Operating System) • Test and Validation (Agentic Test Case Creation & Execution) • MCP/A2A Integrations (MVP)

* Formal Availability Not Finalized

Cisco IQ

Live Demo

CISCO Connect

Thank you



Cisco IQ – The Cisco IQ Community



47 More Videos!

In this playlist, find the how-to videos on:

- **Getting Started with Cisco IQ** - covers onboarding tips for initial setup for you to get access to Cisco IQ and start leveraging the capabilities today.
- **Fundamentals of Cisco IQ** - an in-depth look at the launchpad, how Cisco Support tiers entitlements unlock Cisco IQ capabilities, the help function, profile settings, the AI assistant, system settings, service contracts and data connectors.
- **Core Modules in Cisco IQ** - a deep dive into the core modules in Cisco IQ: Assets, Assessments, and Support.
- **Cisco IQ Link**

Cisco IQ Documentation



https://iq.cisco.com/docs/faq.html

Includes:

- **Getting Started Guide**
- **Release Notes**
- **Frequently Asked Questions**
- **Supported Product List** (by Module / Connection Type)