CISCO Connect

Simplifying Operations with the Cisco Networking Platform

Introducing Cisco Cloud Control and AI Canvas

Matthew Polzin Portfolio SE Gateway SLED
Portfolio SE Gateway SLED



October 2026

Network complexity is outpacing teams

86%

of IT organizations struggle with a skills shortage

$1M+

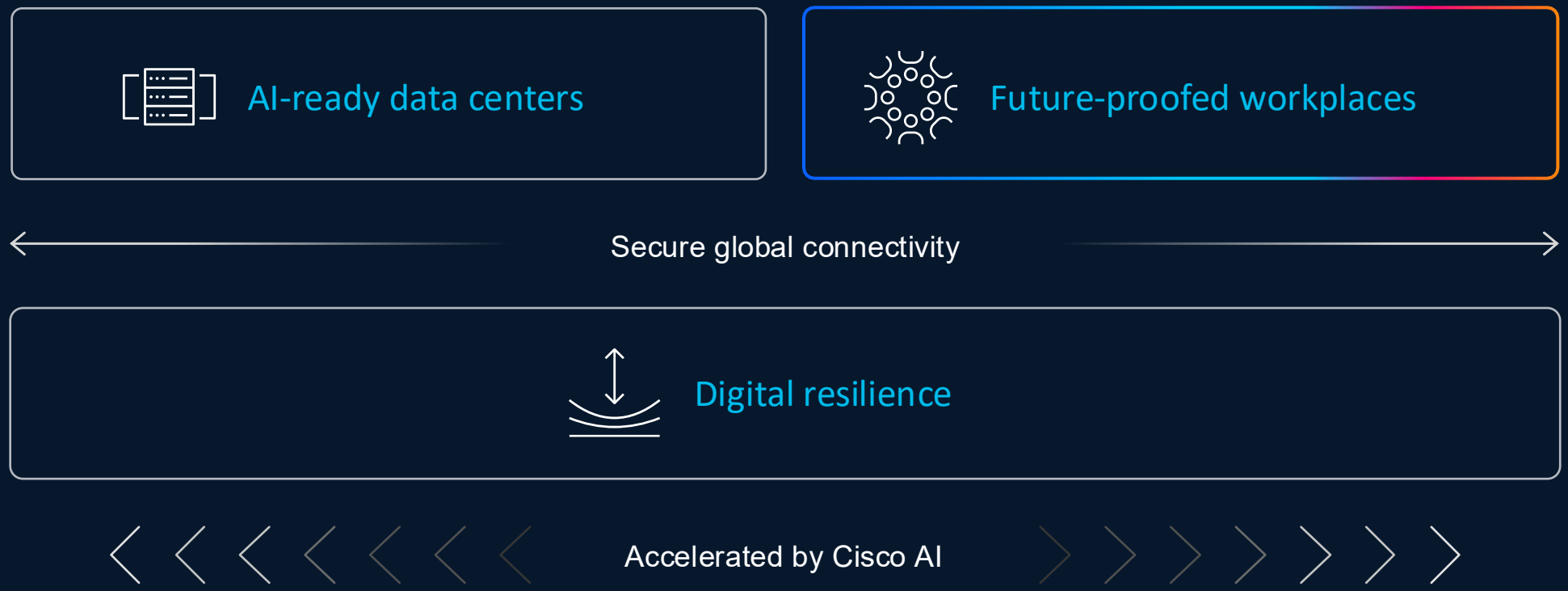
cost in hourly downtime

13%

of IT organizations are AI-ready

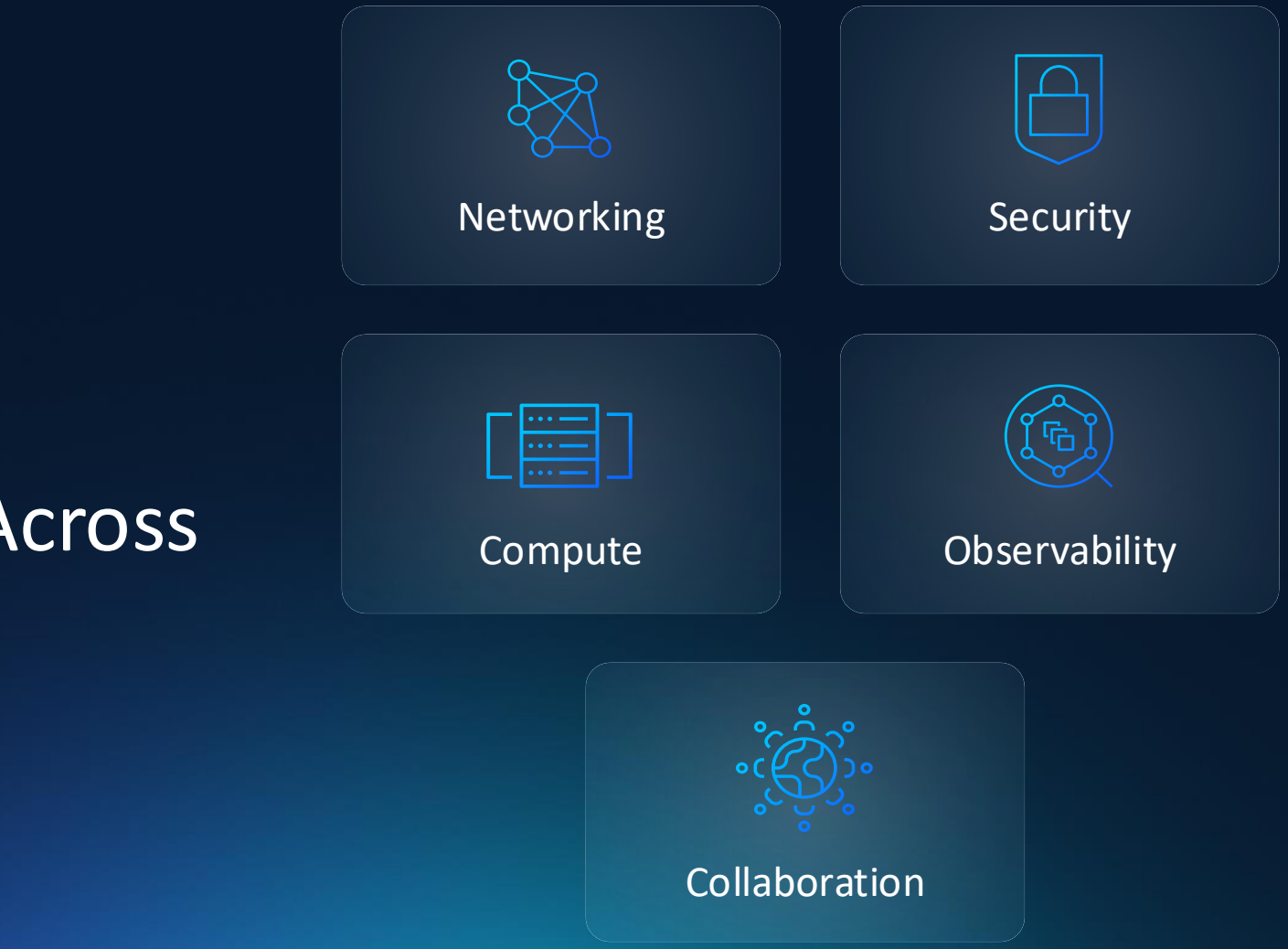


Cisco powers how people and technology work together across the physical and digital worlds



© 2026 Cisco and/or its affiliates. All rights reserved. Cisco Cloud Control

The Operational Dilemma:
Fragmented Tools Across IT Domains



© 2026 Cisco and/or its affiliates. All rights reserved. Cisco Cloud Control

The Power of One: Unifying Operations in the Agentic Era

See the full picture
Bring assets, services, and health into one operational view.

Understand what's happening
Correlated signals show what changed and what it affects.

Act across domains
Coordinate work across products and teams using shared operational context.

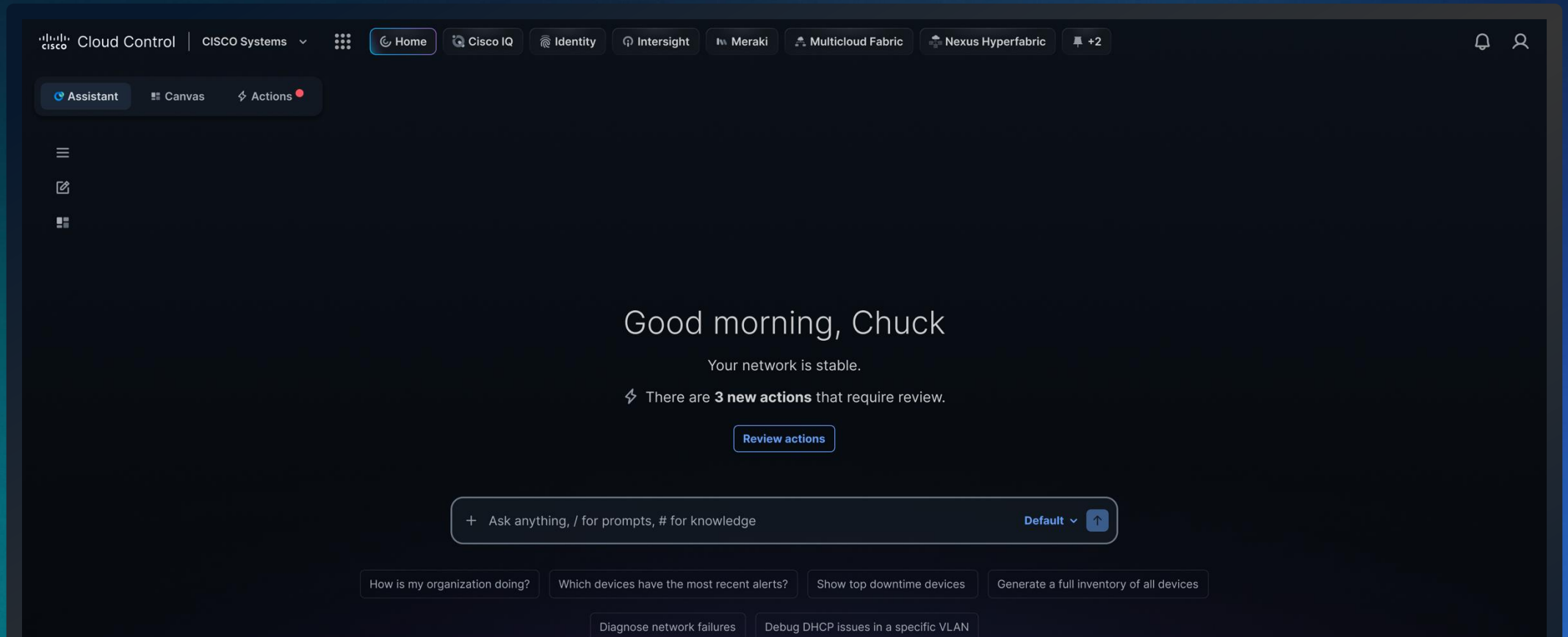
Grow on one foundation
Add apps and capabilities as operations evolve.

© 2026 Cisco and/or its affiliates. All rights reserved. Cisco Cloud Control

Cisco Cloud Control

One Management Plane Across Every Domain

Meraki ▪ Catalyst Center ▪ SD-WAN ▪ Nexus Dashboard ▪ Nexus Hyperfabric ▪ Intersight ▪ Security ▪ Identity ▪ Collaboration Control Hub ▪ Splunk ▪ IQ ▪ ThousandEyes



One Platform,

Five Capabilities

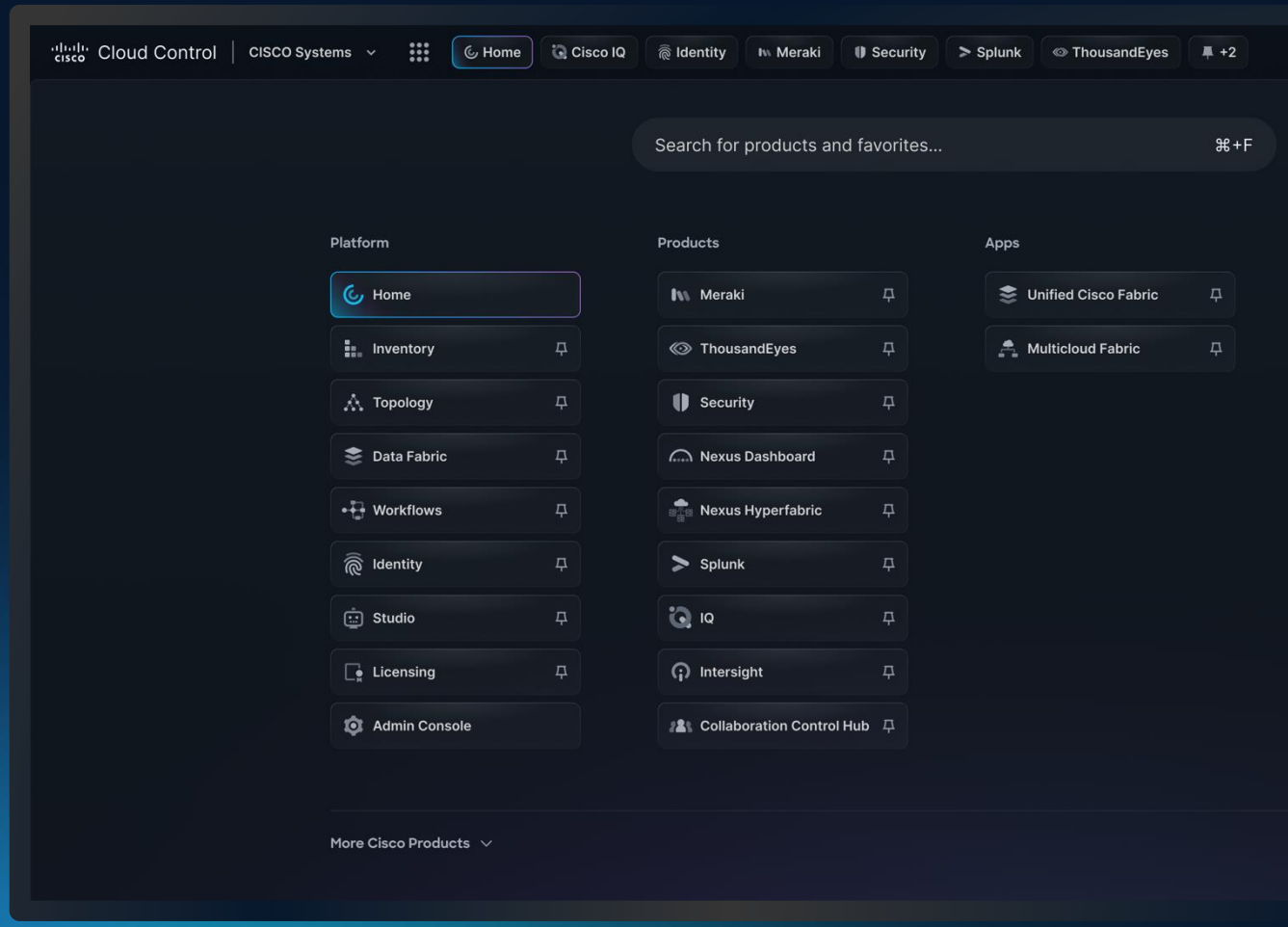
One login
Sign in once. See everything.

One inventory and topology
Every asset. See how it all connects, in real time.

One view for alerts
Actions correlates alerts across every product.

One assistant
Quick answers and tasks with AI Assistant.

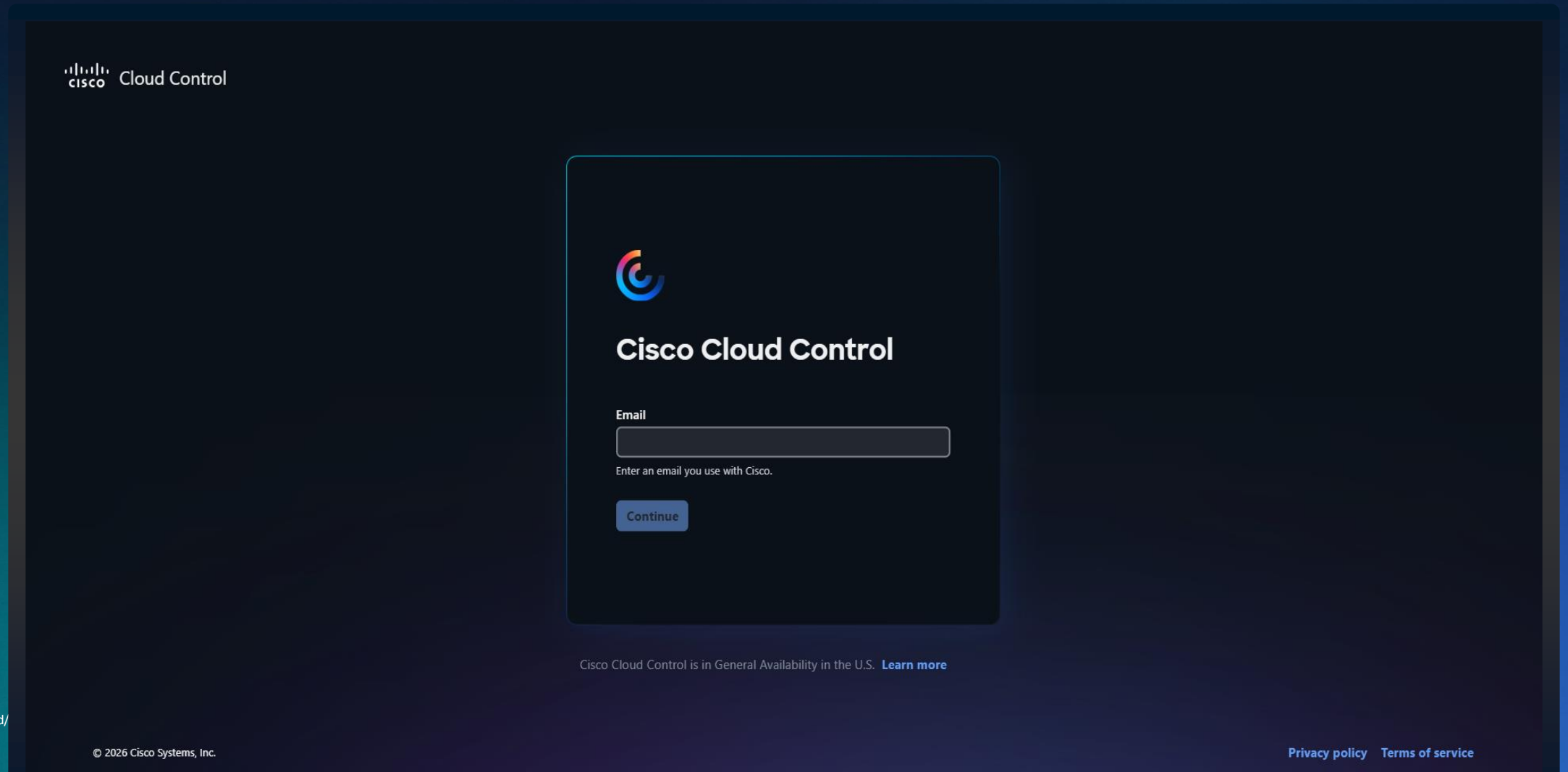
One agentic workspace
Investigate, execute and resolve with AI Canvas.



© 2026 Cisco and/or its affiliates. All rights reserved. Cisco Cloud Control

Unified Access:

Streamlined Operations Without Tool Switching



© 2026 Cisco and/

Unified Inventory

Every Cisco Asset, One Searchable View

Know what is connected

See assets from connected products in one inventory.

Find the right asset

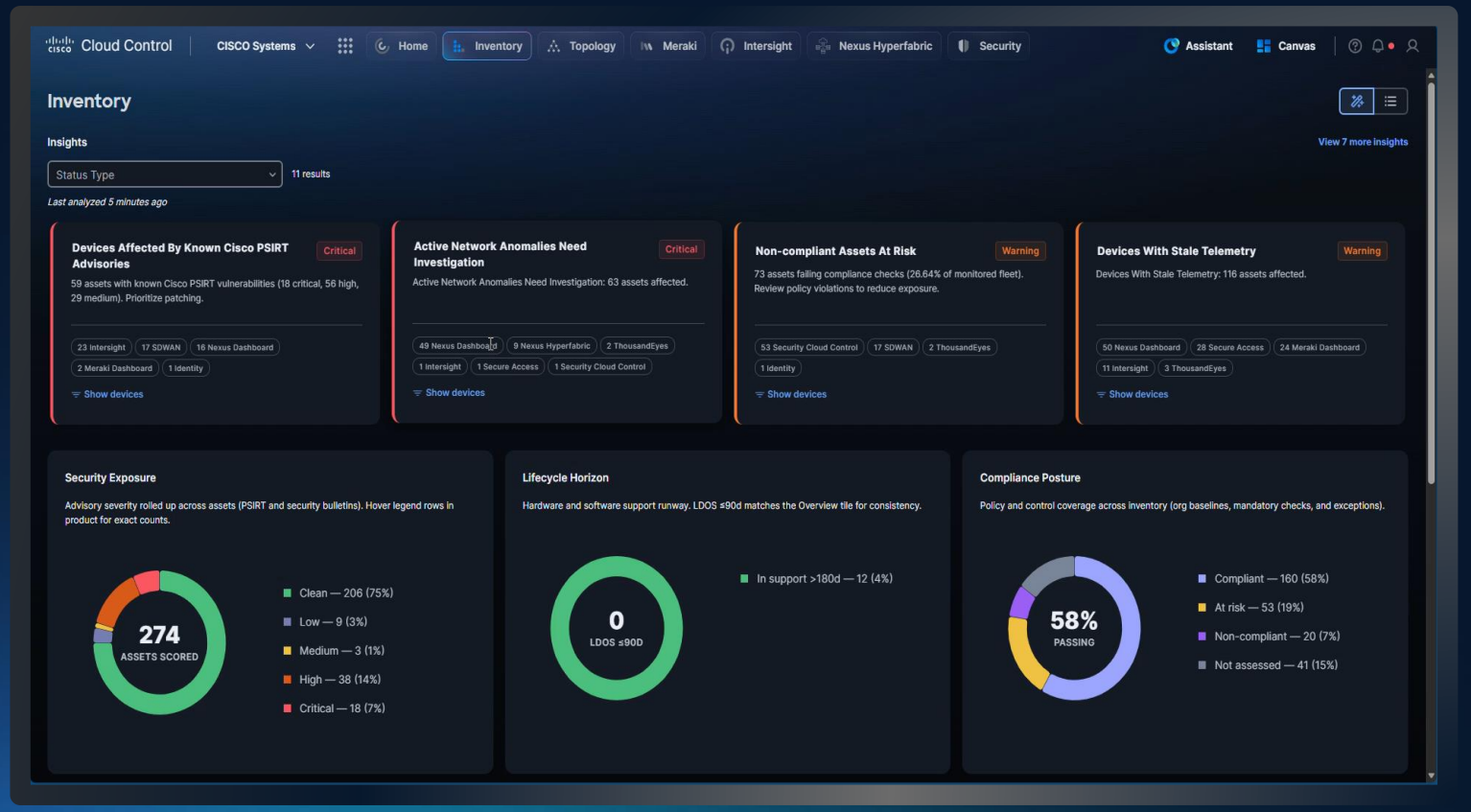
Search across products without switching consoles.

Give teams a consistent view

Work from the same asset information across operations.

Continue in the right product

Open the source product when deeper management is needed.



© 2026 Cisco and/or its affiliates. All rights reserved. Cisco Cloud Control

Connected Topology

Trace Dependencies Before You Act

Bring connections into one view

Map relationships across connected products and domains.

Understand dependencies

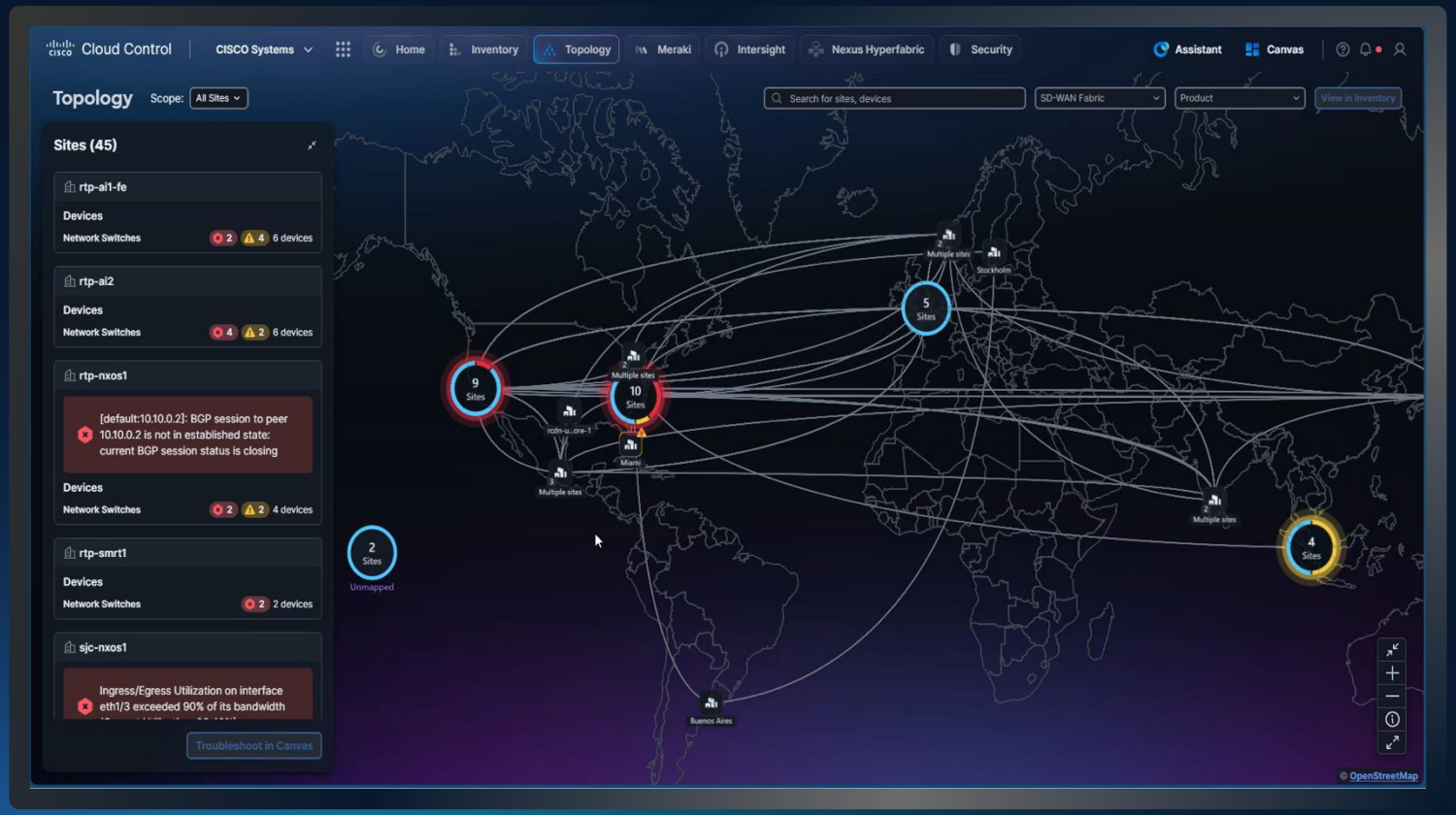
Trace how devices, sites, and services connect.

Understand potential impact

See what an issue could affect before you act.

Move directly to asset details

Open the related asset or product without searching again.



© 2026 Cisco and/or its affiliates. All rights reserved. Cisco Cloud Control

Actions

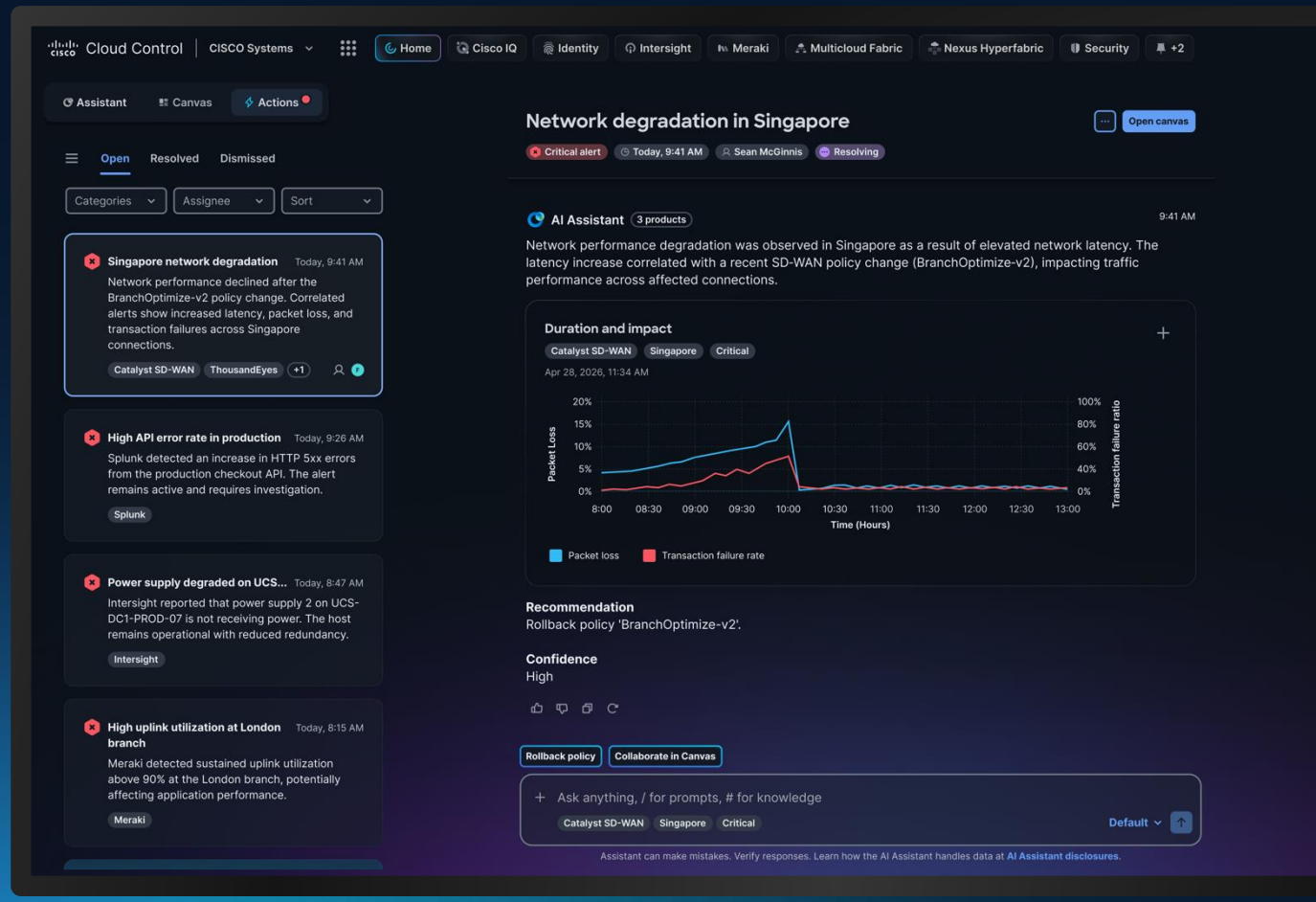
Cut Alert Noise, Resolve Faster

Cut through alert noise
Correlate related alerts into one actionable issue.

Focus the response
See priority, impact, and affected assets.

Start troubleshooting
Bring Assistant and agents into the issue with context ready.

Reach resolution
Assign, track, and resolve the work.



© 2026 Cisco and/or its affiliates. All rights reserved. Cisco Cloud Control

Cisco AI Assistant

Contextual Intelligence Across Your Workflow

Get answers without switching tools

Ask from anywhere in Cloud Control using the context already in view.

See more of the issue

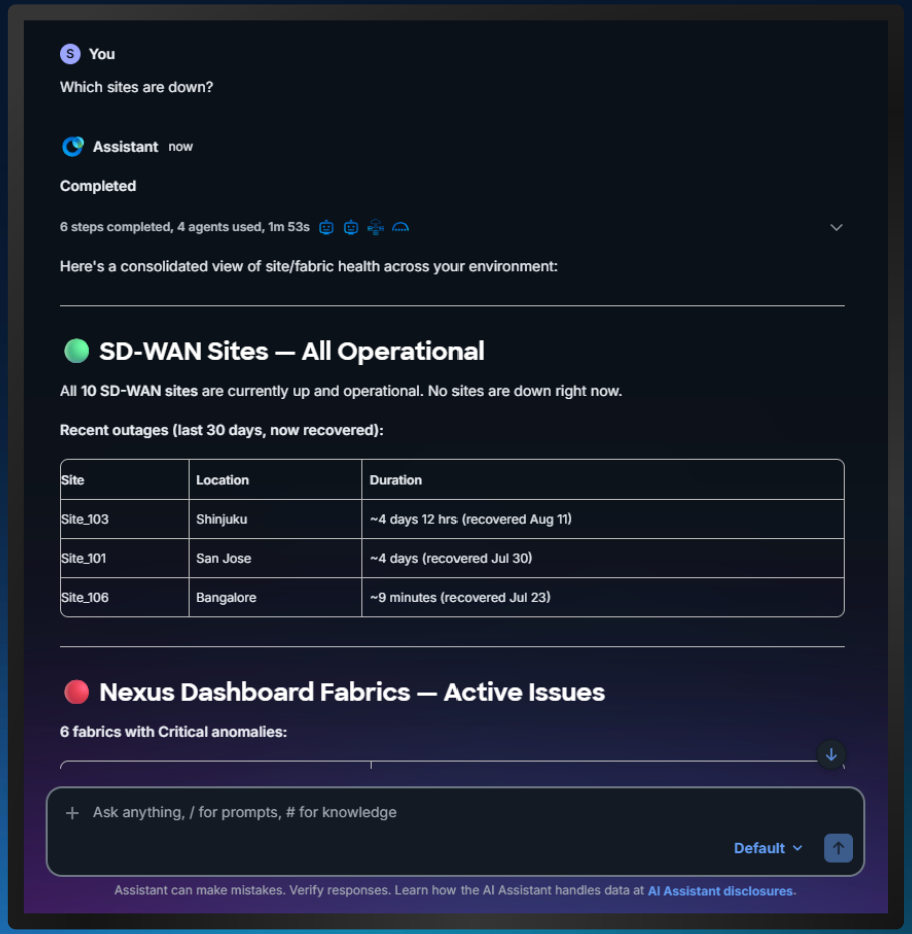
Use data from connected products to understand what is happening.

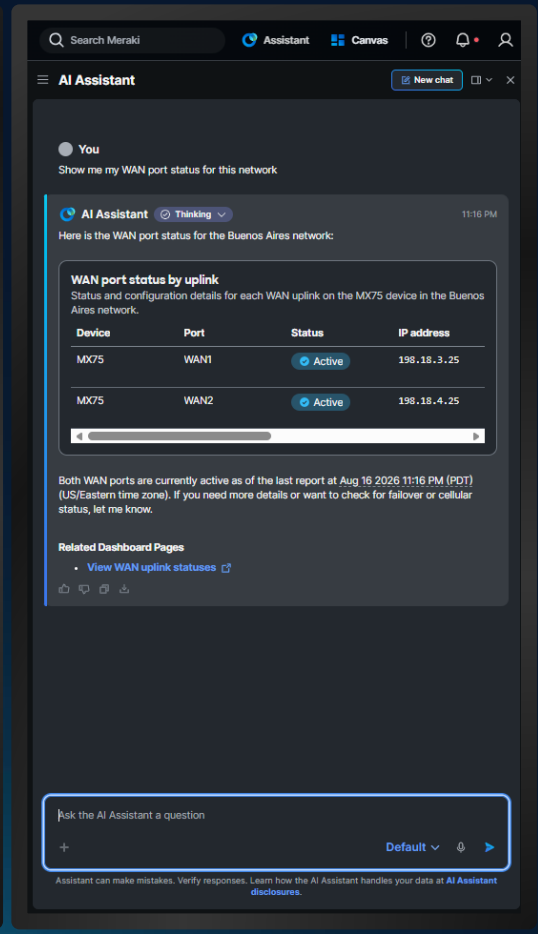
Move from answer to action

Direct agents and start a Cisco Workflow in the same conversation.

Bring in others without starting over

Move into AI Canvas with the issue and context intact.





© 2026 Cisco and/or its affiliates. All rights reserved. Cisco Cloud Control

Agentic Workflows

Automating Complex Operational Tasks

Reduce repetitive work

Connect product actions into one reusable, no-code workflow.

Get predictable execution

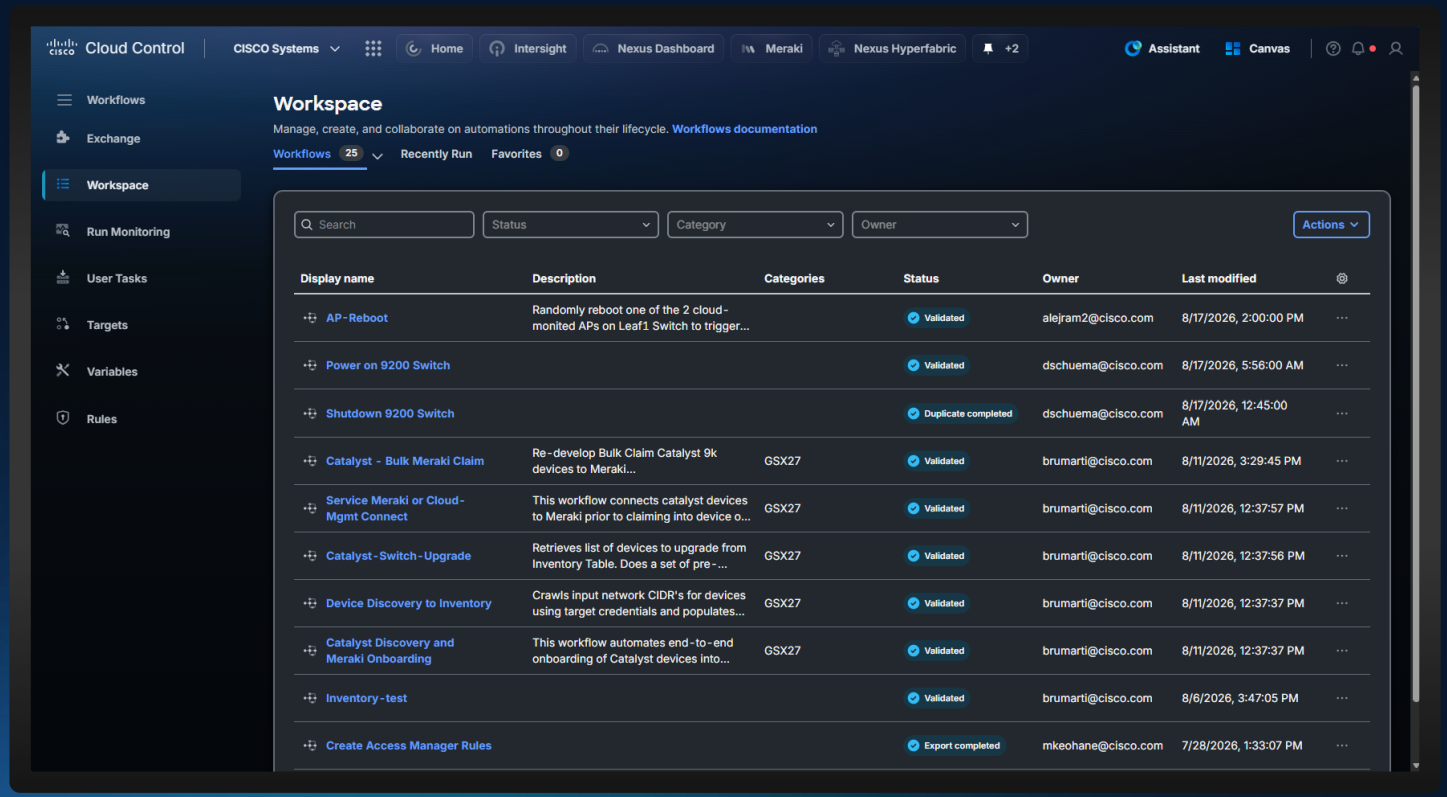
The same inputs follow the same defined steps every time.

Respond faster without handoffs

Start work from an alert, schedule, or request.

Scale automation with control

Reuse approved workflows and record what ran and changed.



© 2026 Cisco and/or its affiliates. All rights reserved. Cisco Cloud Control

Platform Results:

Simpler Operations, Faster Resolution

80%

Fewer support tickets

80%

Faster resolution times

90%

Less time spent on configuration changes

© 2026 Cisco and/or its affiliates. All rights reserved. Cisco Cloud Control

Source: Forrester TEI Report (2025)

AMER | Campus and Branch | Retail

Room & Board improves customer experiences

CHALLENGES

- Managing complex network and security systems
- Providing remote customers with an in-store experience
- Minimizing uneven network performance and coverage

SOLUTIONS

- Cisco Meraki wireless, switching, security and SD-WAN deployed across stores and showrooms
- Catalyst SD-WAN and Cisco Umbrella for an integrated secure access service edge architecture
- ThousandEyes for proactive monitoring of apps/services

OUTCOMES

- **Improved customer experience, both in-store and online**
- **Dramatically simplified network operations**
- **Leveraged the cloud to scale quickly and securely**

1,000+
employees

90%
U.S. made retailer with nationwide reach

"What Cisco brings is that broad portfolio and deep knowledge with solutions that build that integrated ecosystem."

Mark Rodrigue, Senior Network Engineer

Room&Board

© 2026 Cisco and/or its affiliates. All rights reserved. Cisco Cloud Control

AgenticOps

Powered by Cisco Cloud Control

AI Assistant | AI Canvas | Studio | Cisco dashboards | Third party & APIs



Cross-domain telemetry



Purpose-built models



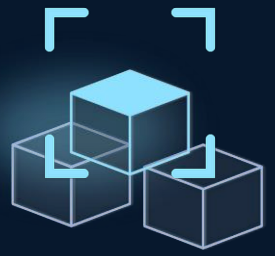
Trusted agents

© 2026 Cisco and/or its affiliates. All rights reserved. Cisco Cloud Control

The Agentic Loop



Sense



Diagnose



Remediate



Validate

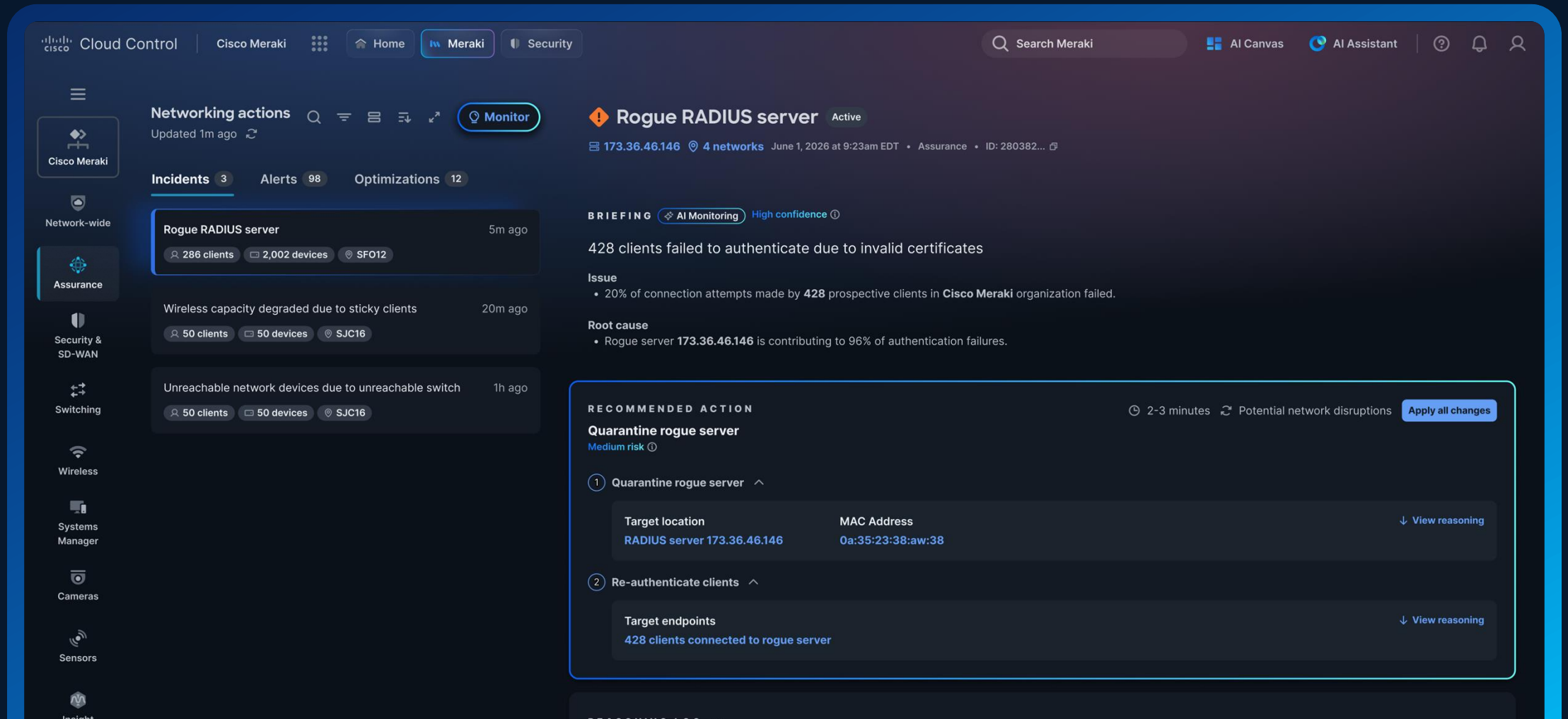


Deploy

© 2026 Cisco and/or its affiliates. All rights reserved. Cisco Cloud Control

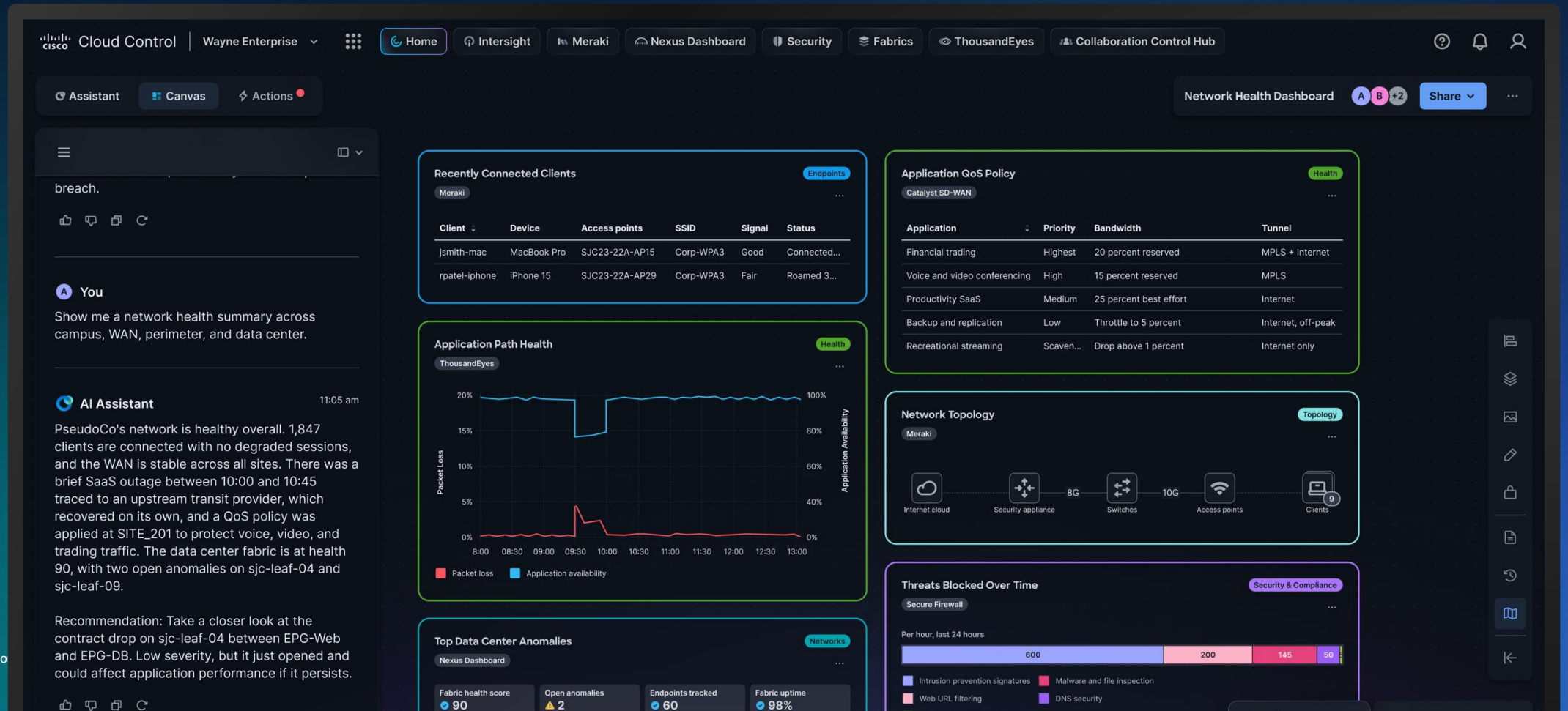
Agentic Actions

Root cause analysis and closed-loop remediation with trust and transparency



AgenticOps in Action

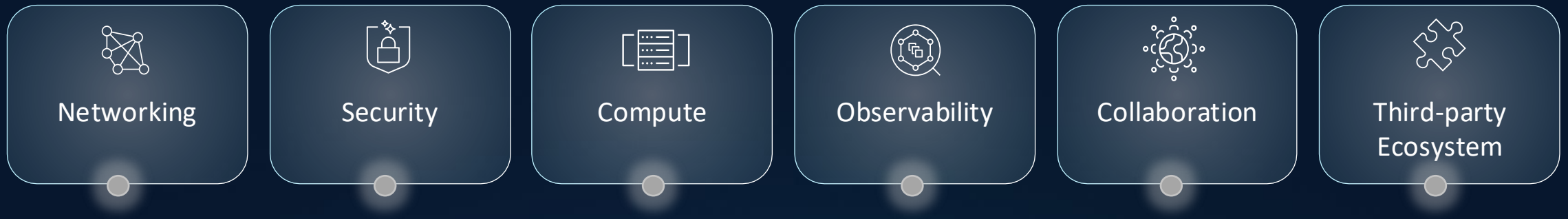
Collaborative Investigation with AI Canvas



© 2026 Cisco and/o

Root Cause Investigation

Why Multi-Domain Issues Take So Long to Resolve

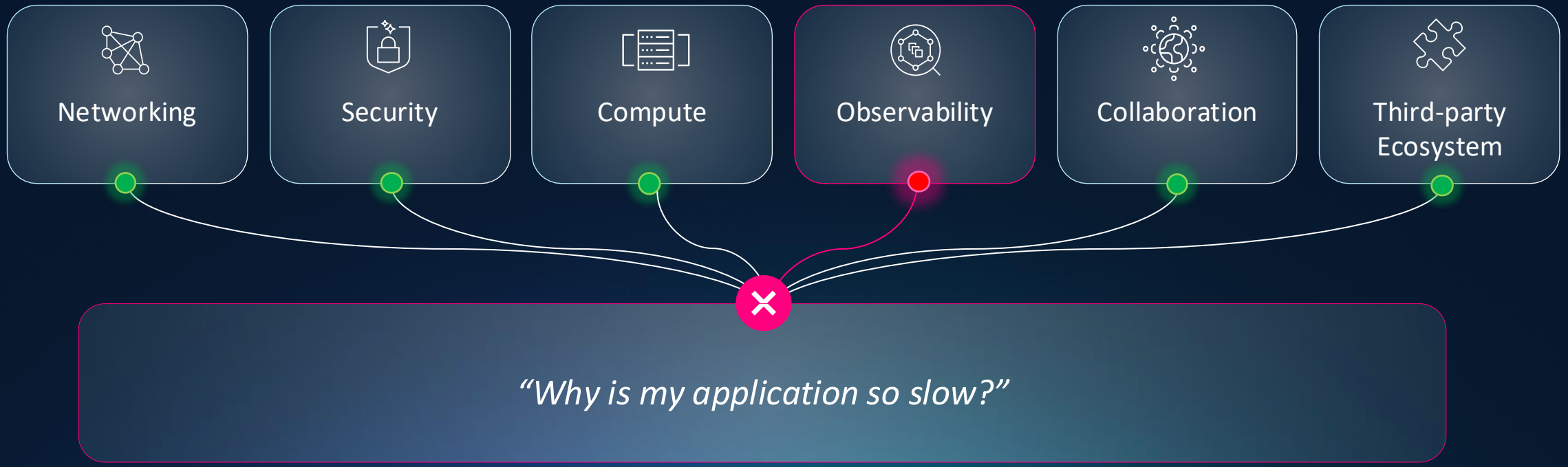


“Why is my application so slow?”

© 2026 Cisco and/or its affiliates. All rights reserved. Cisco Cloud Control

Unified Triage:

One Place to Resolve, Across Every Domain



© 2026 Cisco and/or its affiliates. All rights reserved. Cisco Cloud Control

Putting AI Agents to Work:

Investigate, Act, and Verify

See the whole issue

Across your entire Cisco portfolio and beyond.

Put AI agents to work

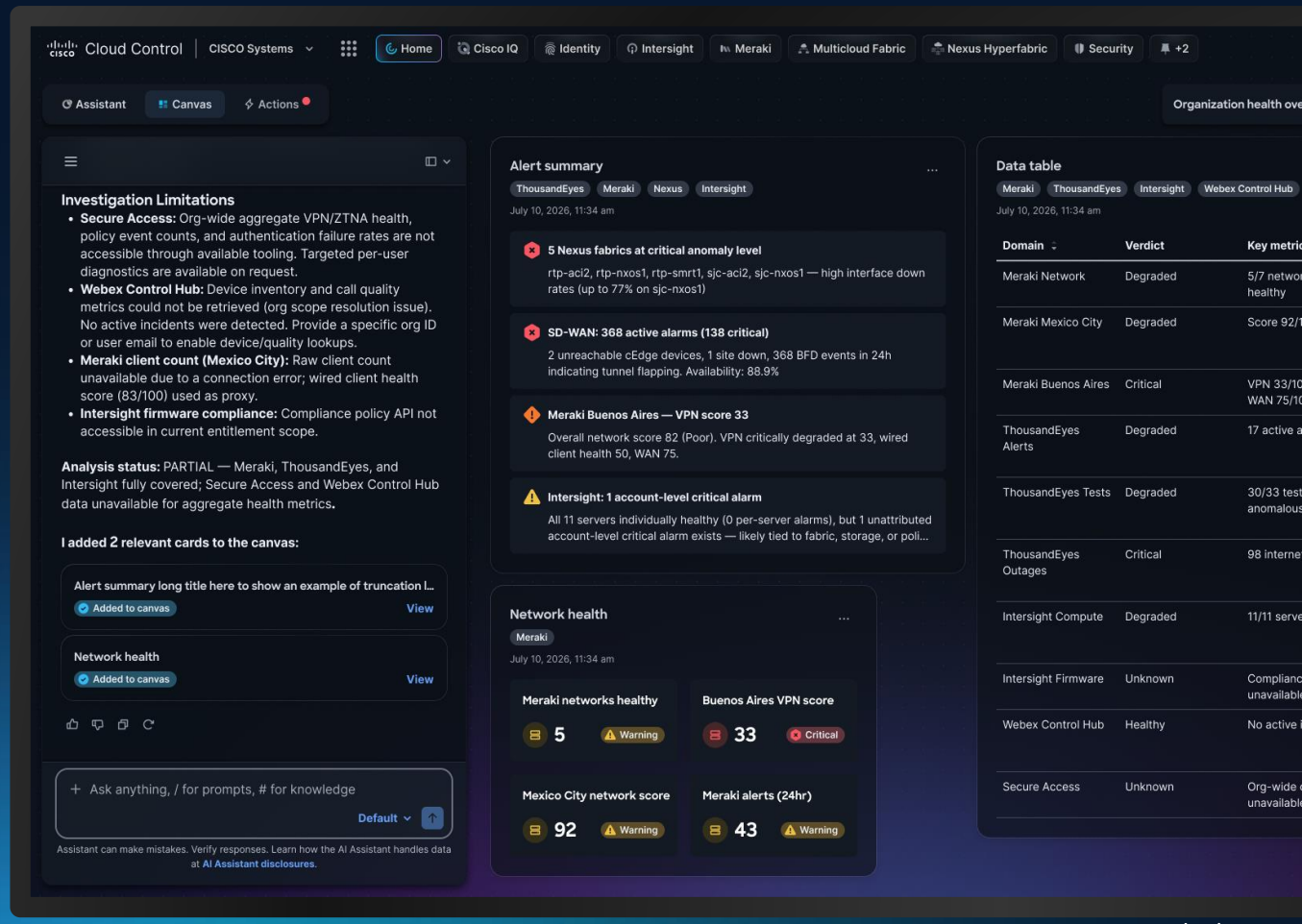
Agents gather evidence, test causes, take action, and verify results.

Work together in real time

Teams collaborate on one Canvas with the same live context.

Carry context through resolution

Handoffs, shift changes, and escalations keep the work intact.



© 2026 Cisco and/or its affiliates. All rights reserved.

Human-Agent Teaming

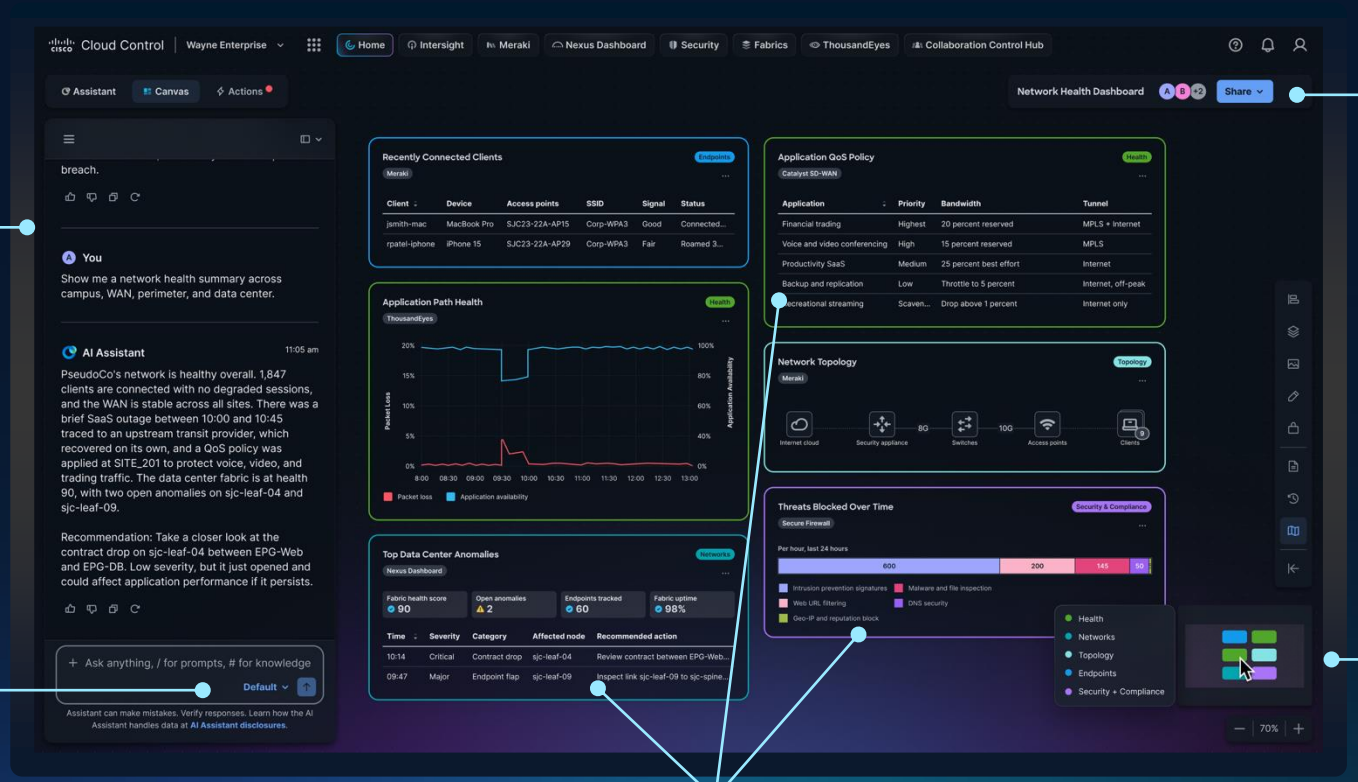
Shared Investigation and Evidence Boards

Conversational interface

- Ask questions in natural language
- Watch agents reason live

Agentic Modes

- Default for fast answers
- Reasoning for deep investigations



Multiplayer

- Share the board via link
- Everyone sees the same view

Board Organization

- Widgets color coded by category
- Mini-map for ease of navigation

Widgets

- Visualize topologies, charts, summaries, reports
- Drill into supported widgets to investigate further
- Export widgets as PDF

© 2026 Cisco and/or its affiliates. All rights reserved.

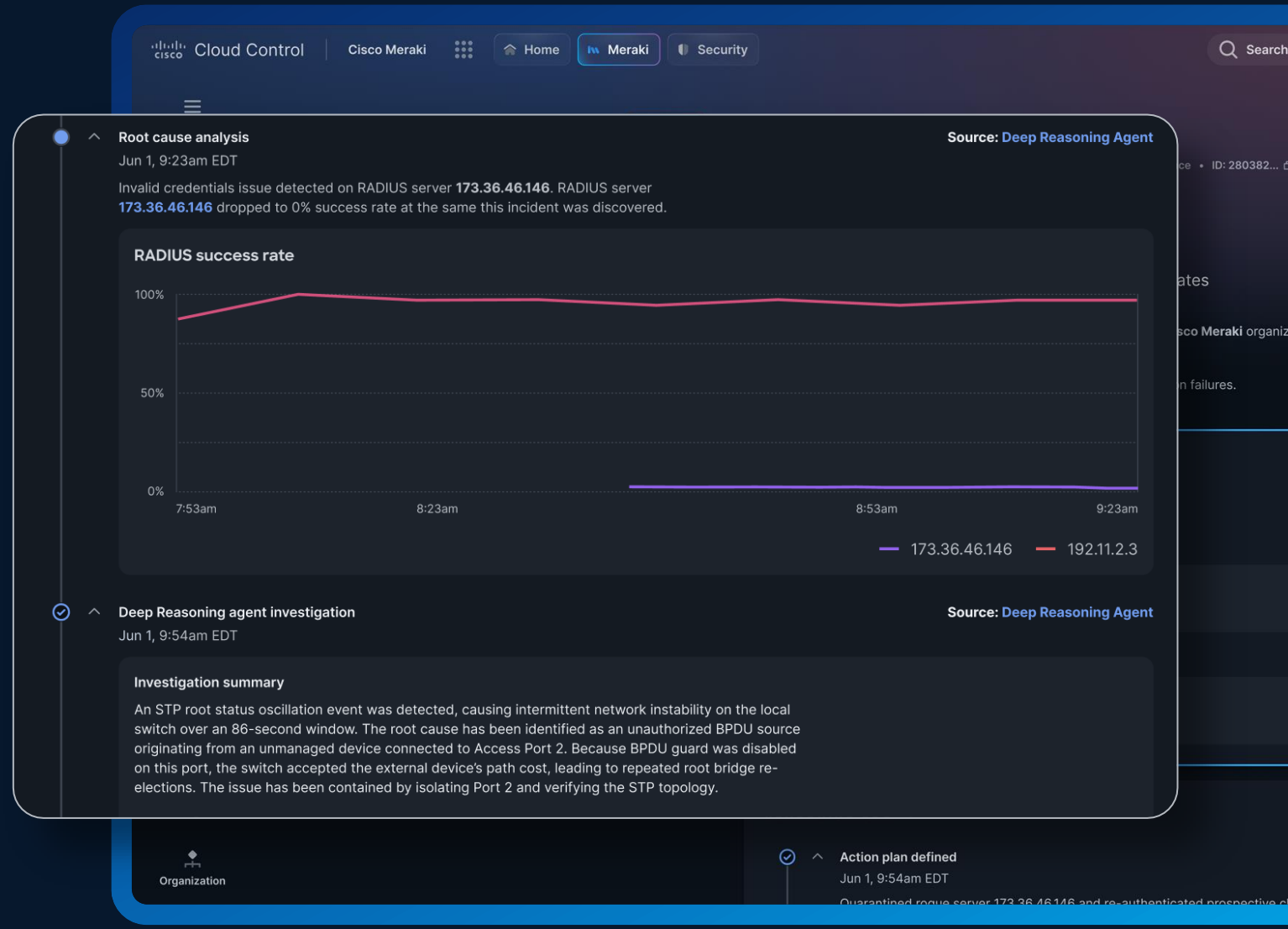
Deep Reasoning

Deeply investigates to identify root cause

Correlates symptoms, assesses impact, and refines conclusions for greater accuracy

---

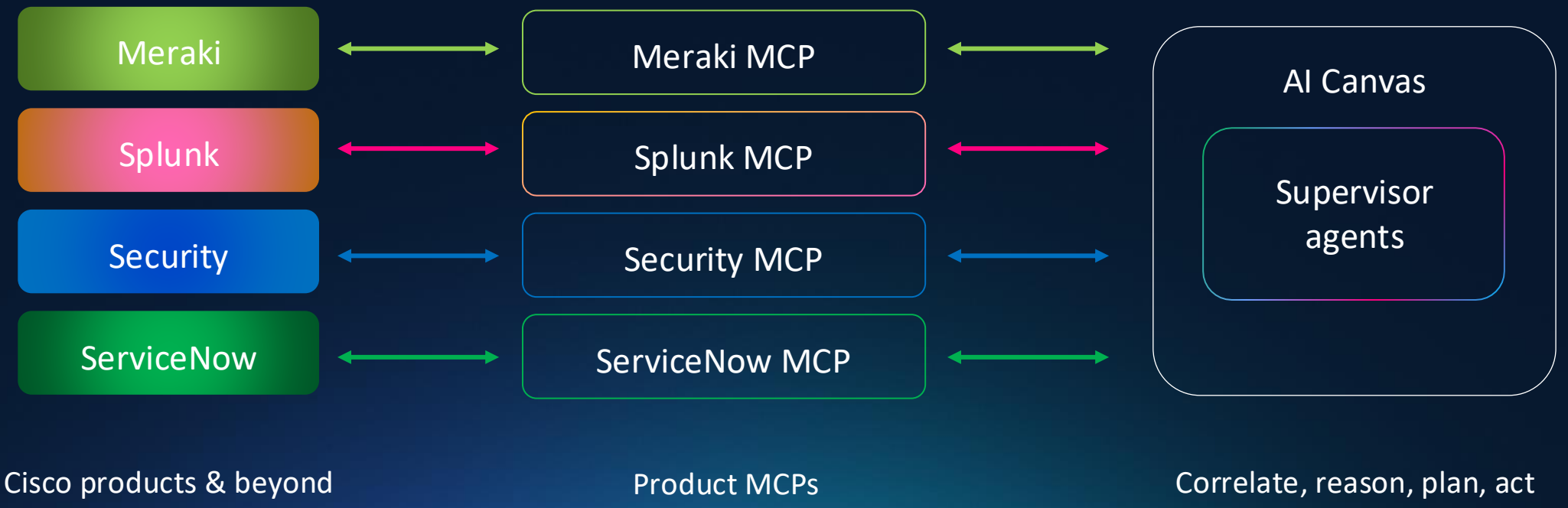
Available to agents and humans via the AI Assistant



© 2026 Cisco and/or its affiliates. All rights reserved.

How It Works

Agents Connect to Every Product Through MCPs



© 2026 Cisco and/or its affiliates. All rights reserved. Cisco Cloud Control

Ecosystem Extensibility

Connect Cisco and Third-Party Platforms

Meraki
Catalyst Center
SD-WAN
Duo
Splunk
Cisco Identity Intelligence
IQ
Security Cloud Control
ThousandEyes
ISE
Nexus Dashboard
Collaboration Control Hub
AI Defense
Nexus Hyperfabric
Intersight

& many more

Airtable
Microsoft
PagerDuty
servicenow
WIZ
tenable
DATADOG
aws
PingIdentity
workato
okta
BLUECAT
Microsoft
ATLASSIAN

& many more

Cisco first-party products*

Third-party ecosystem via Marketplace*

Note: Not all Cisco products will be available from Day 1; availability will be phased. Not all third-party integrations referenced are committed integrations.

Operational Needs Keep Evolving:

Why One Size Doesn’t Fit



Operations span disconnected systems



Every environment works differently



Teams maintain the missing pieces



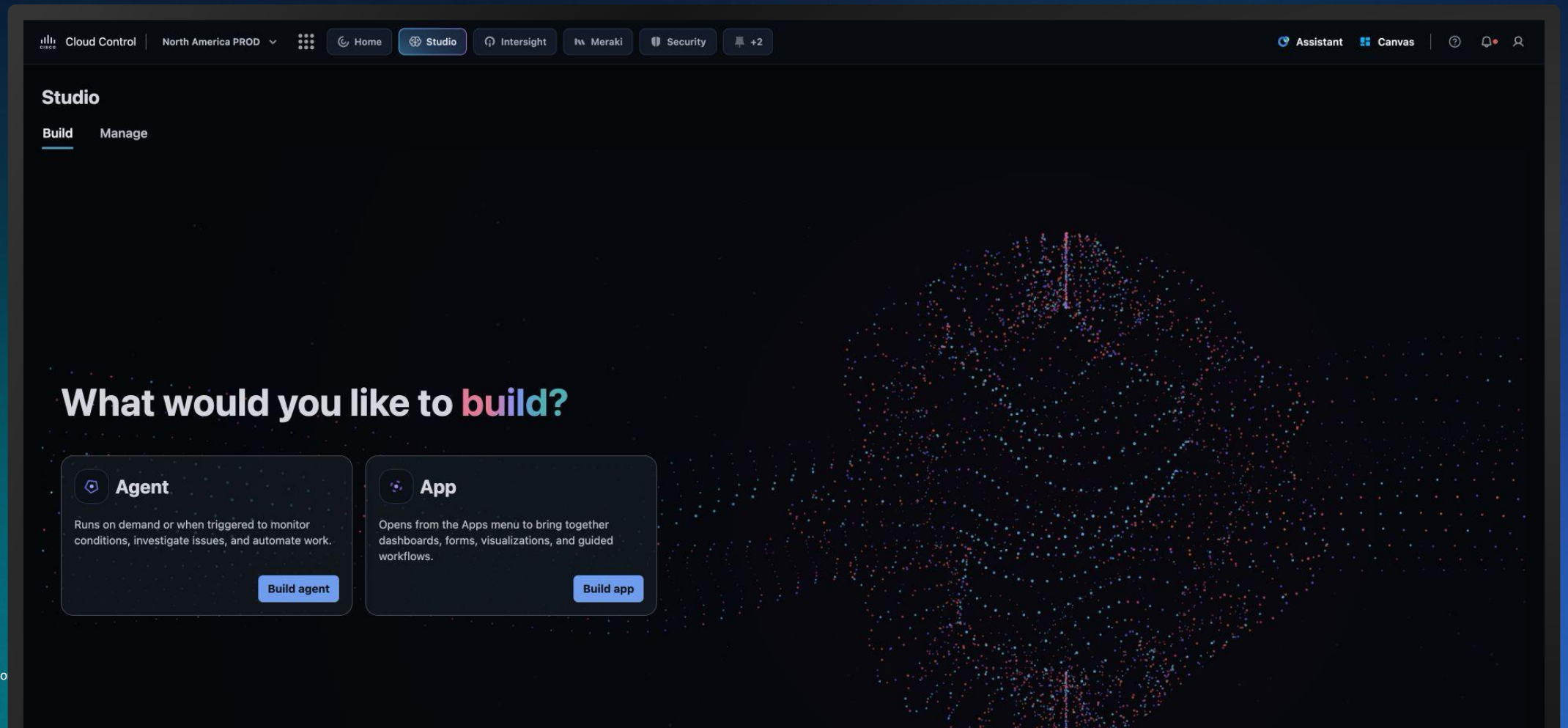
Solutions are hard to scale

© 2026 Cisco and/or its affiliates. All rights reserved.

cisco

Custom Operations

Meet Cloud Control Studio



© 2026 Cisco and/o

Cloud Control Studio

Beta

Composing Purpose-Built Operational Apps

Meet each operational need

Shape an app around your systems, teams, and way of working.

Put expertise to work

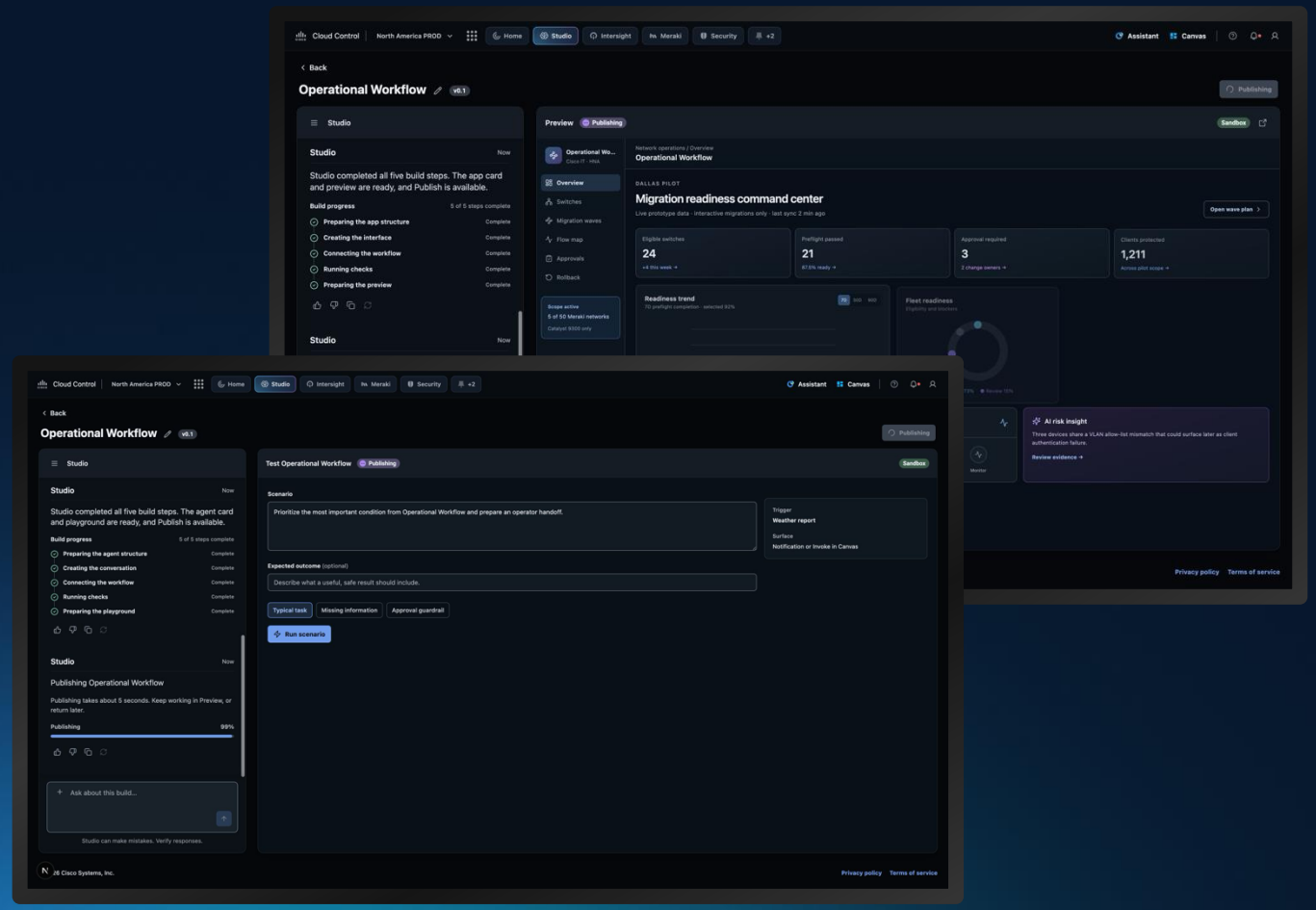
Give agents runbooks and specialist guidance they can use during a task.

Extend team capacity

Let agents investigate on demand or monitor conditions in the background.

Build on Cloud Control

Use shared context, integrations, identity, and governance in each app.



© 2026 Cisco and/or its affiliates. All rights reserved.

One App, Every Capability the Job Needs

Turn a specific operational need into an app your team can use every day.



Tailored user interfaces

Bring findings, workflow results, and saved data into one view.



Agents

Investigate requests or monitor conditions, then call defined workflows.



Agent Skills

Make specialist knowledge reusable across agents.



Outbound integrations

Leverage data and actions from external connections.



Workflows

Execute repeatable steps and verify results.



Persistent storage

Keep application data available across visits.

© 2026 Cisco and/or its affiliates. All rights reserved.

A Curated Marketplace for Cloud Control

Expand Cloud Control with apps, agents, skills, and integrations from Cisco and third parties.

Discover applications

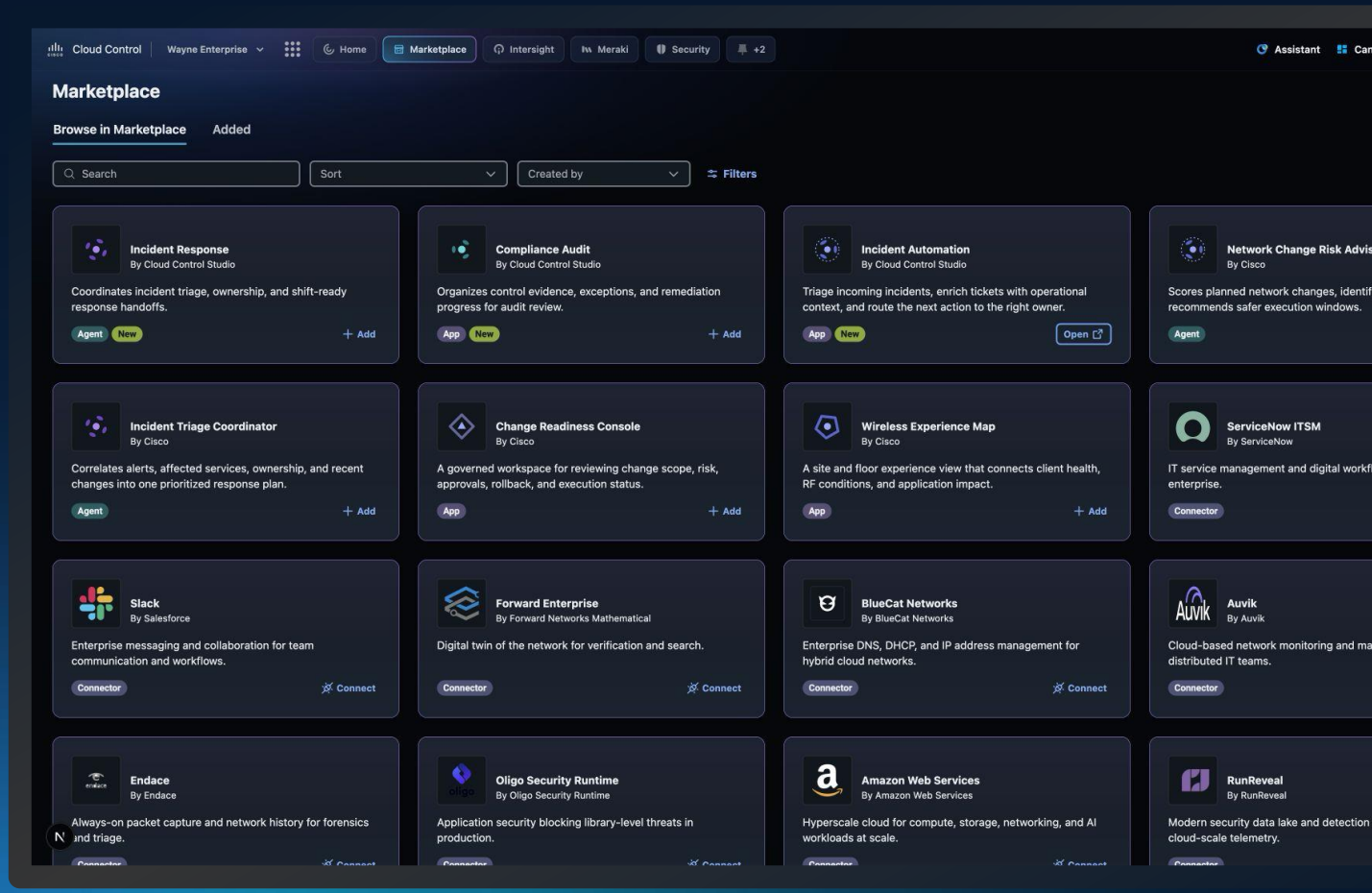
Browse apps from Cisco, partners, and approved third-party vendors.

Connect the tools you already use

ServiceNow, Azure, Slack, AWS, and many more.

Adopt with confidence

Understand each application's purpose, capabilities, access, publisher, and support.



© 2026 Cisco and/or its affiliates. All rights reserved.

Cloud Control Marketplace

Your ecosystem makes Cloud Control stronger



Business Impact: What Changes for Your Team



Turn operational speed into an advantage

Unify visibility, intelligence, and action so teams move from issue to resolution.



Protect business continuity

See cross-domain risk and impact, then verify resolution.



Increase operational capacity

Agents take on investigation and repeatable work while people guide decisions.



Make investments work harder

Connect the products and tools you already use to expand their value.

© 2026 Cisco and/or its affiliates. All rights reserved.

> Decathlon is growing fast. We must deliver day-to-day excellence. Network is the foundation.

Maxime Bruynbroeck, Head of Network, Decathlon



© 2026 Cisco and/or its affiliates. All rights reserved.

Get Started with Cloud Control

To request access, go to:
cisco.com/go/CloudControlSignup

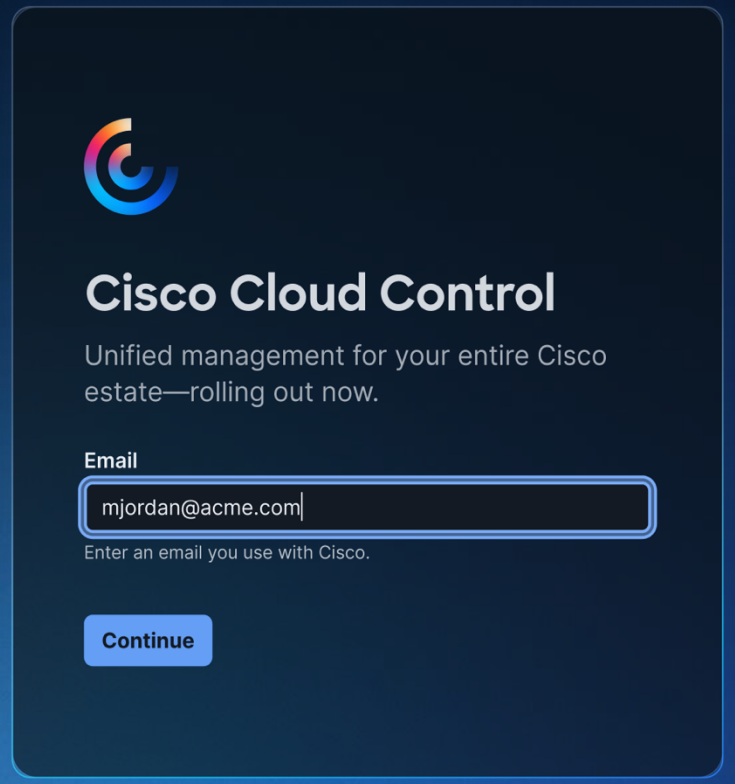
Learn more

Cisco Cloud Control
http://cisco.com/go/CiscoCloudControl

AI Canvas
http://cisco.com/go/AICanvas

Cloud Control Studio
https://cisco.com/go/cloudcontrolstudio

Overview video
https://www.youtube.com/watch?v=BlyNwKSpxn4



© 2026 Cisco and/or its affiliates. All rights reserved.


CISCO