CISCO Connect

Cisco IQ

AI-powered Digital Interface accelerating the Customer Experience revolution

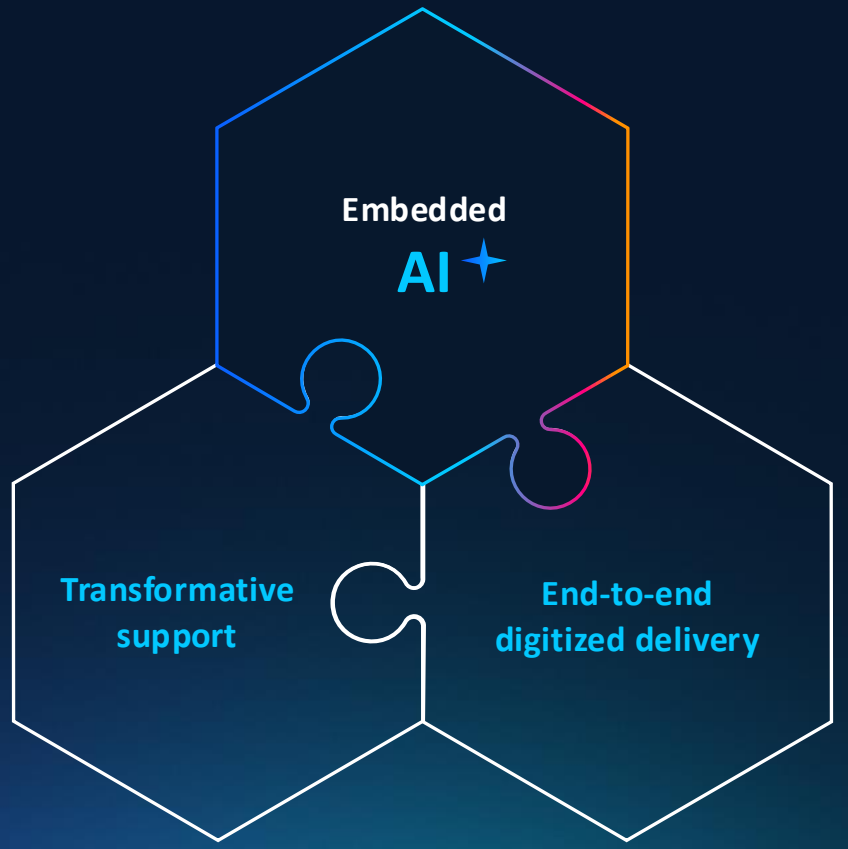
Eric Lane
Account Executive

Chris Chapman
Sales Engineer



October 13, 2026

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



Resiliency

Simplicity

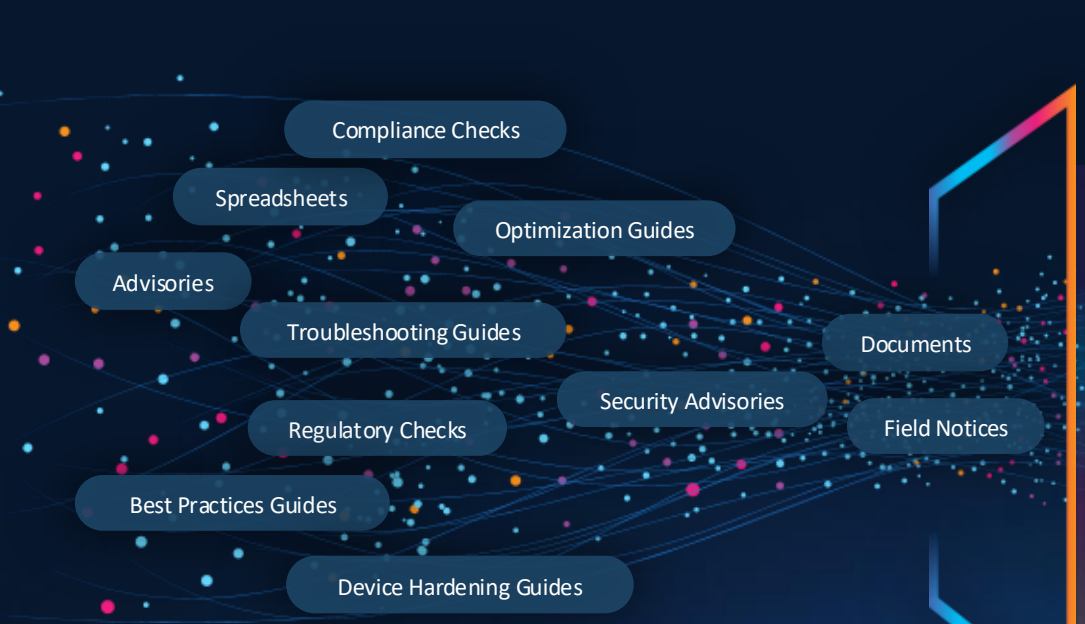
Time to Value

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

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

What if every experience could be…



Personalized



Proactive



Predictive

…as if you are our only customer

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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

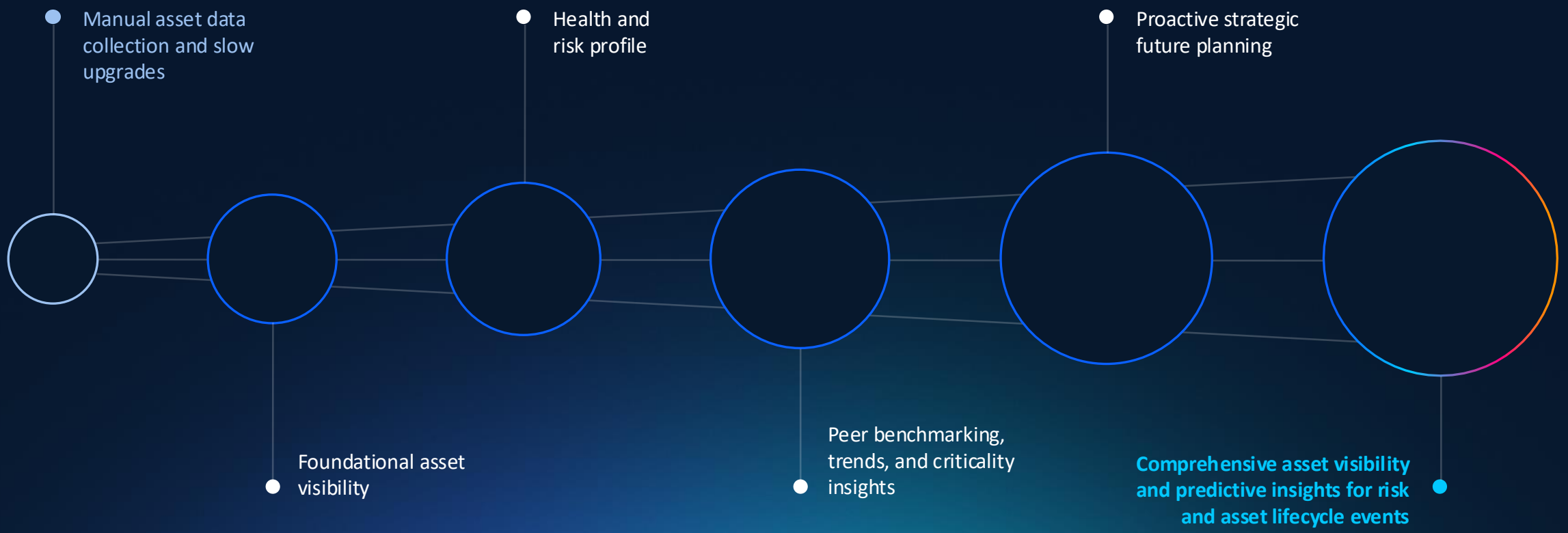
Cisco IQ gives you absolute clarity

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Predictive assets insights

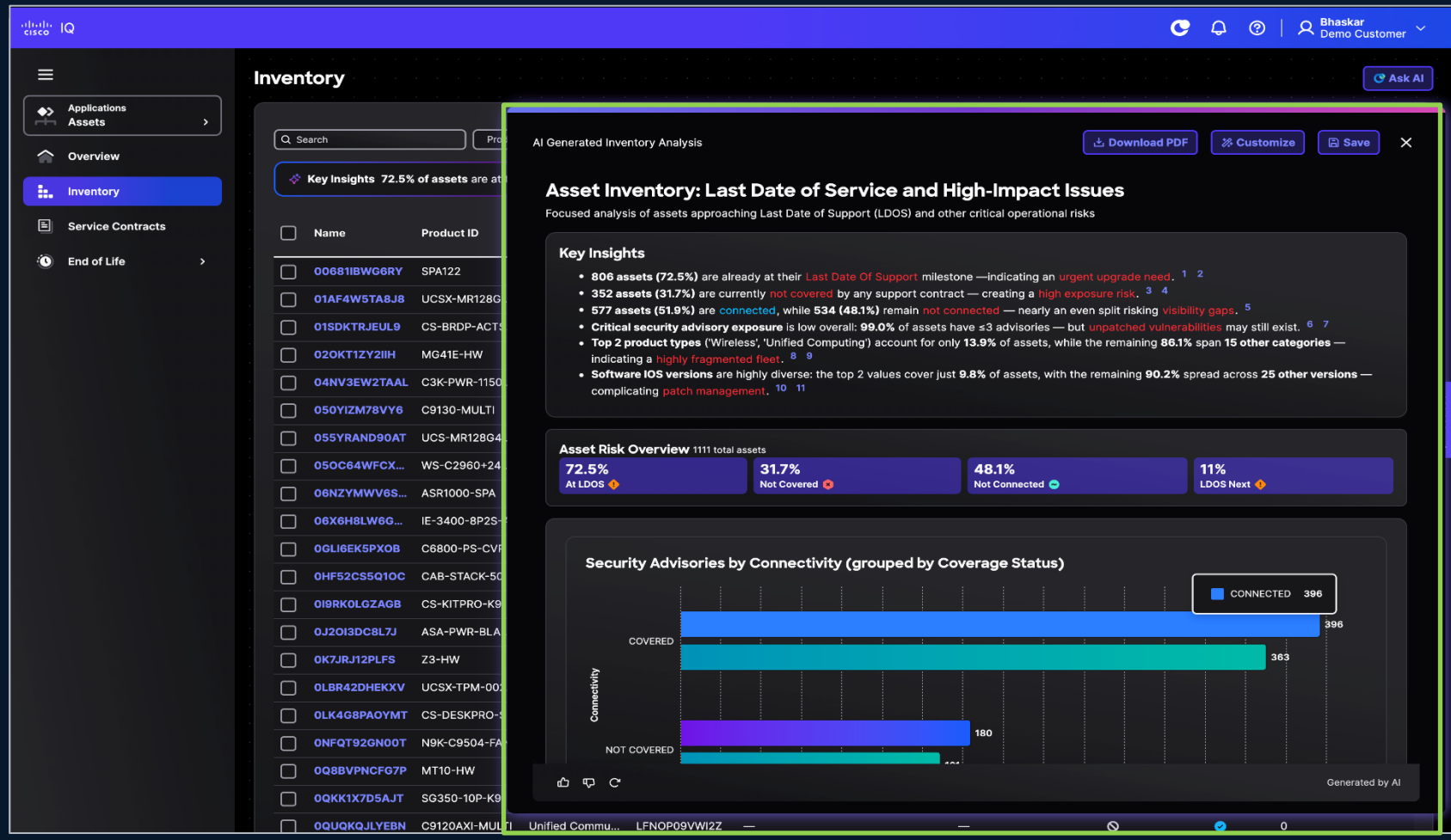
From chaos to understanding your Cisco IT landscape…



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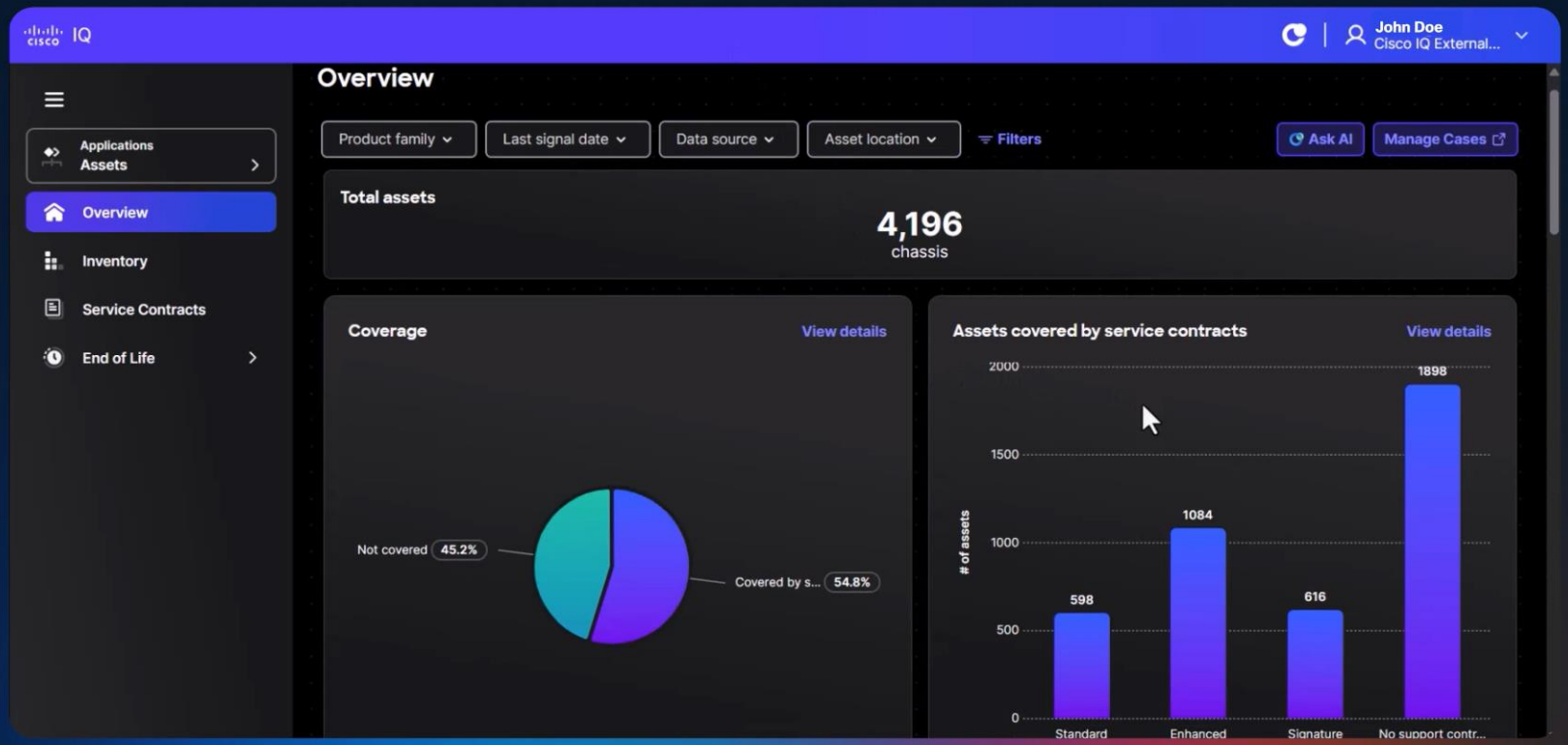
Complete landscape clarity

Focus on what matters most



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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

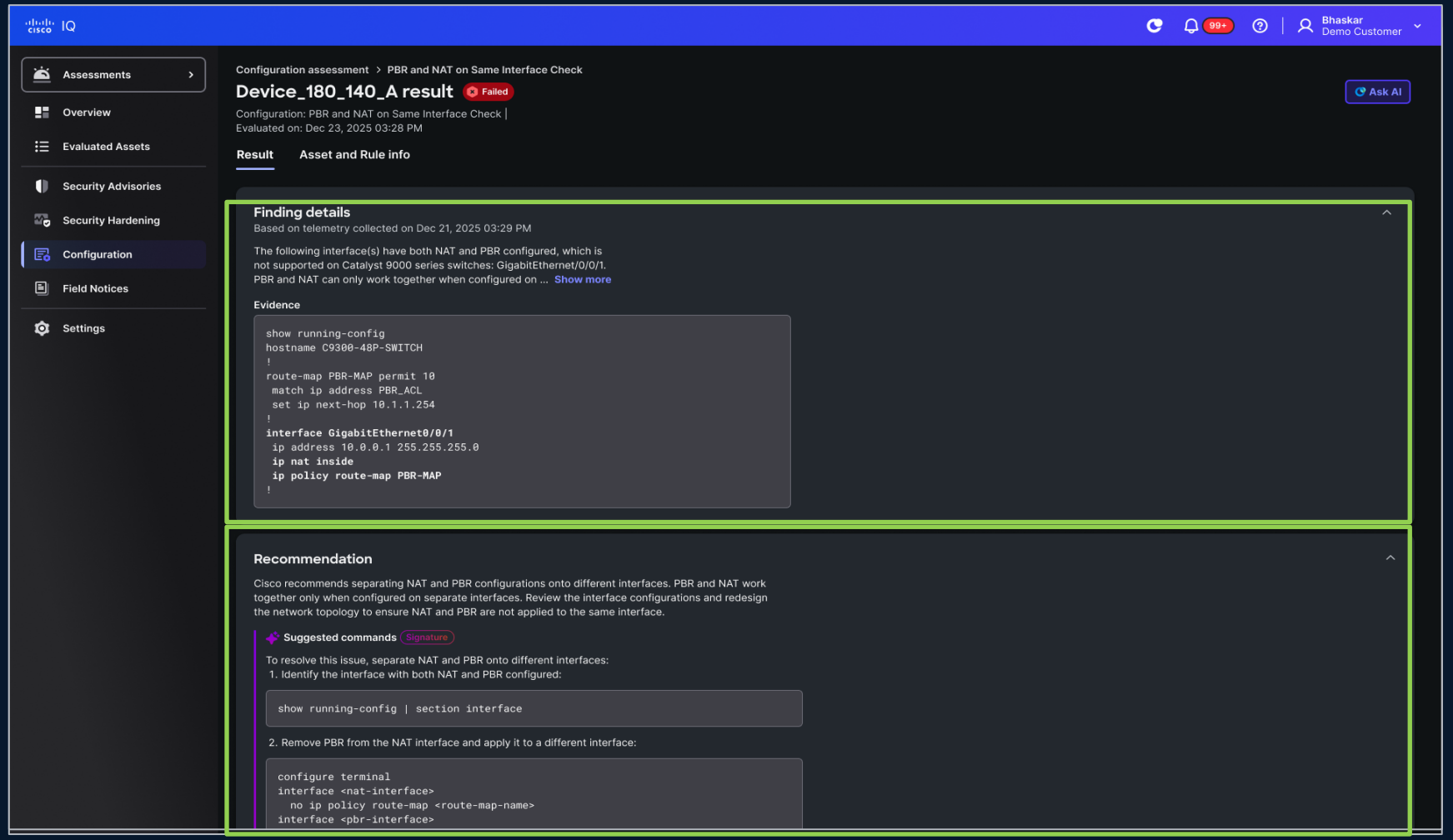
From blind spots to preventing outages…



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Proactive resilience

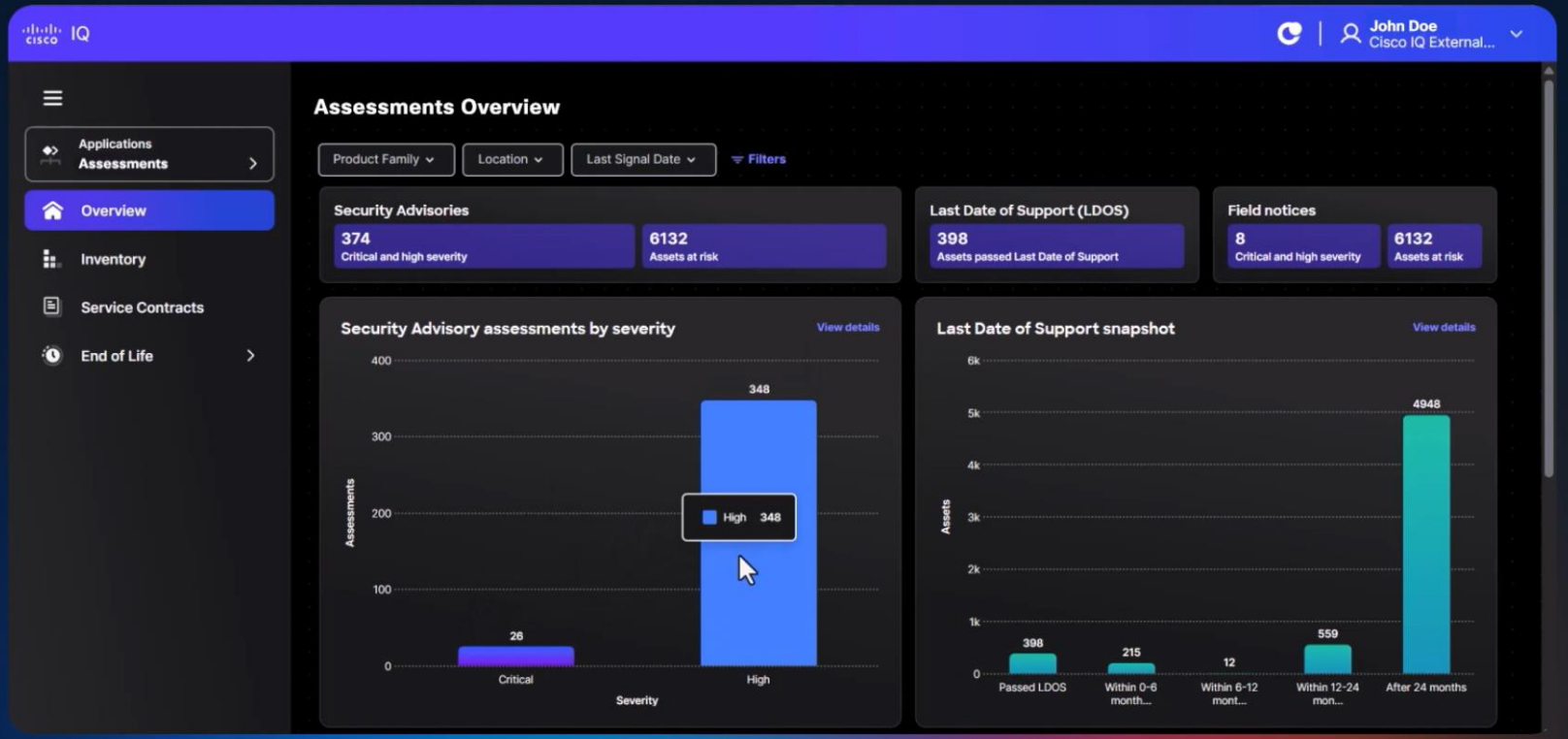
Prevent outages and disruption



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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.

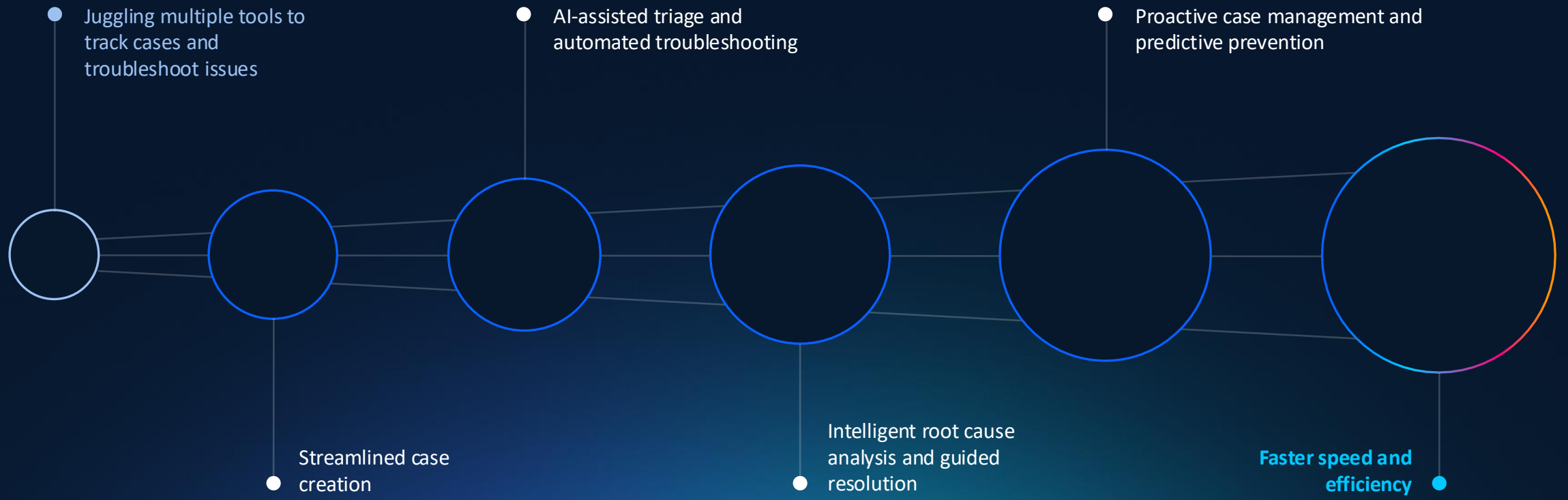
4 Contextualized Professional Services

Cisco IQ solves it in minutes

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AI-powered troubleshooting

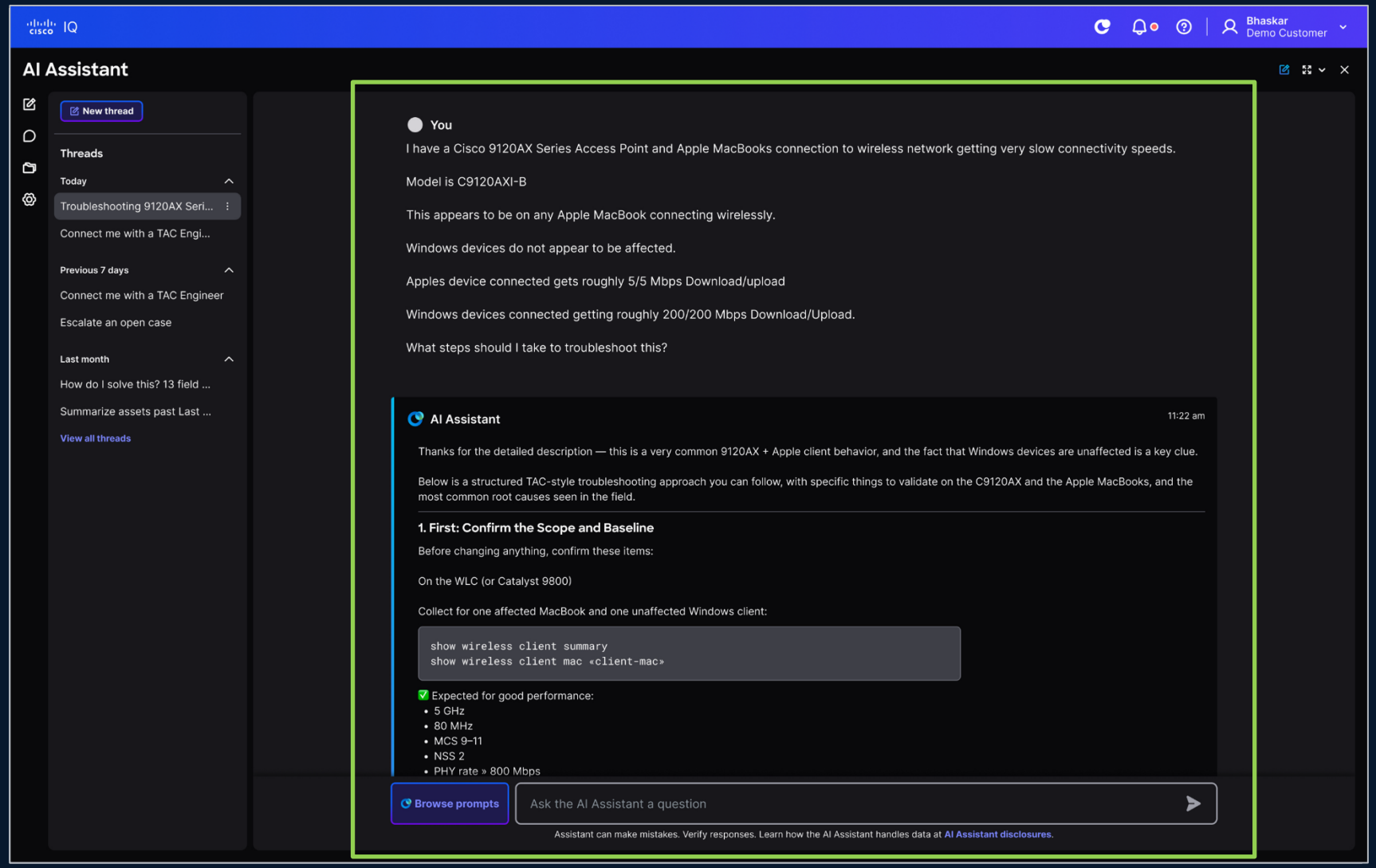
From juggling tools to resolving incidents faster with less effort…



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Rapid resolution

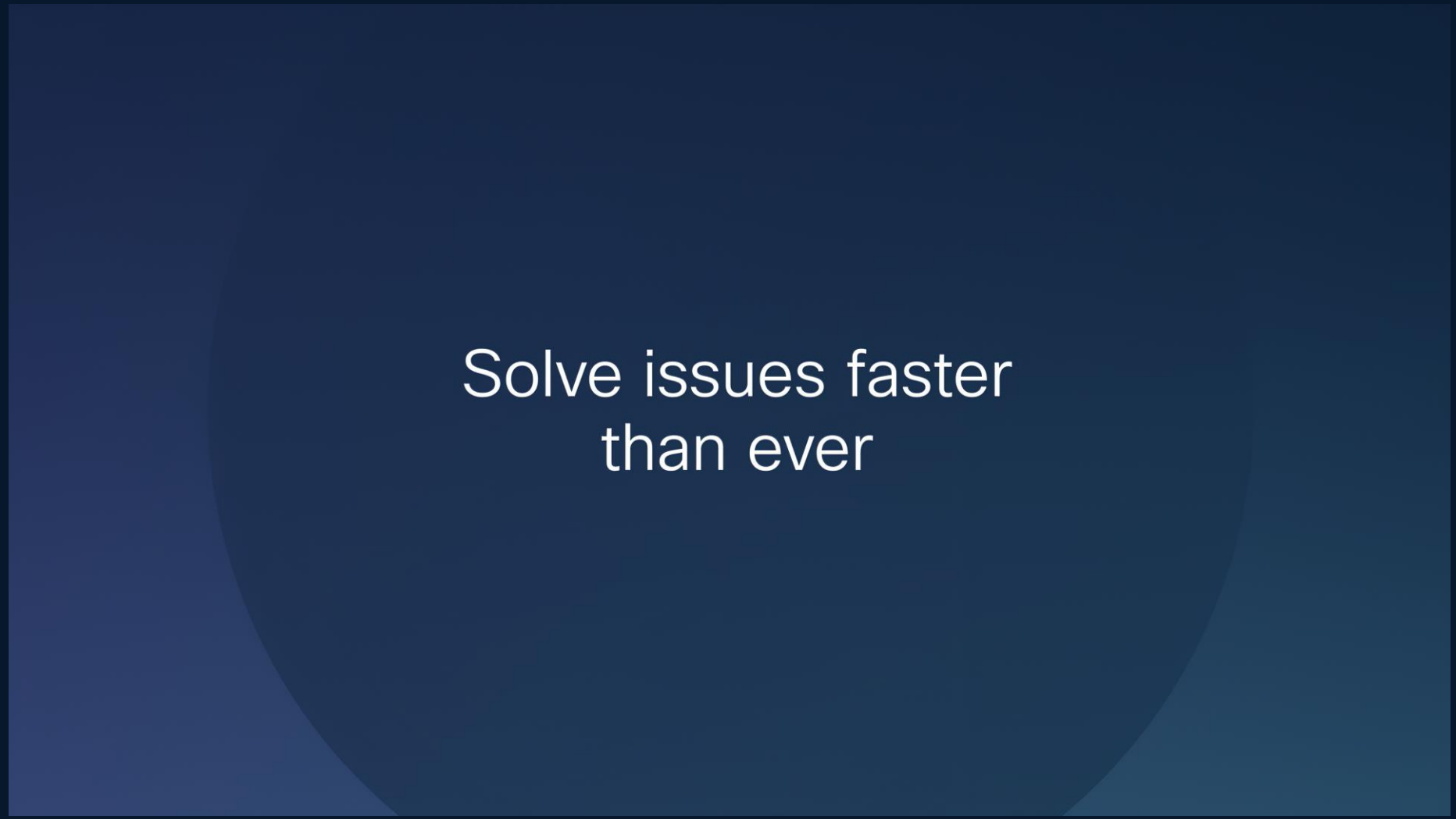
Resolve issues faster with less effort



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Cisco IQ in action: Cisco AI Assistant for Support

Accelerate resolution and streamline case management with conversational AI guidance



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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

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Contextualized Professional Services

Combining 40 years of expertise with digitized delivery

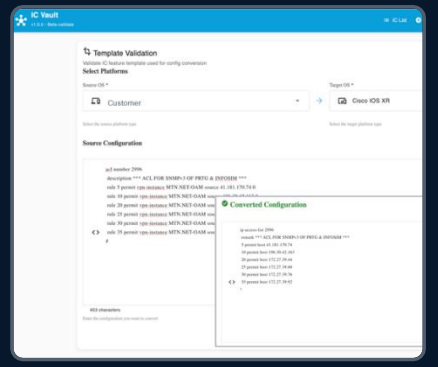
Frameworks, Agents, and Integrations

Infrastructure Management

Services as Code



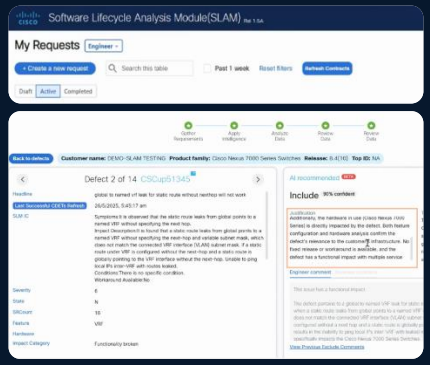
Automated, config version control, integrated testing, recommendations, troubleshooting



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 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 *	

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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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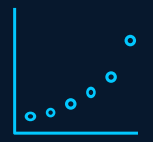
The intelligence that empowers IT to thrive in the AI era



Relentless resiliency



Unparalleled simplicity



Accelerated time to value