

Accelerating to Agentic Ops

Why Cisco is the trusted enabler for your AI Ops journey

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Why AI driven Network Operations Matters?

In a world where technology cycles are faster than ever, operations expectations have evolved

Dynamic demands require a new approach

Increased Operational Efficiency

Streamlining processes, standardizing, automating tasks, and improving resource utilization

Accelerated Innovation

Fostering a faster pace of new ideas and solutions

Enhanced Customer Experience

Ensuring higher uptime, faster performance, and quicker incident resolution

Strengthened Security and Compliance

Providing robust protection and real-time adherence to regulations and compliance

Transforming the fundamental nature of services:

Personalized, proactive, and predictive at scale - powered by agentic AI and human expertise

Our Vision for Operational Excellence



Increased Operational Efficiency



Accelerated Innovation



Enhanced Customer Experience



Strengthened Security and Compliance

From: Human Operation assisted by Systems
From: Rules and Reactivity



To: Systems Operation assisted by Humans
To: Goals and Proactivity

Visibility of current state



Imagination of future state



Network, end-to-end actionable service quality and SLA insights

AI-Agent driven decision automation



High Human-touch



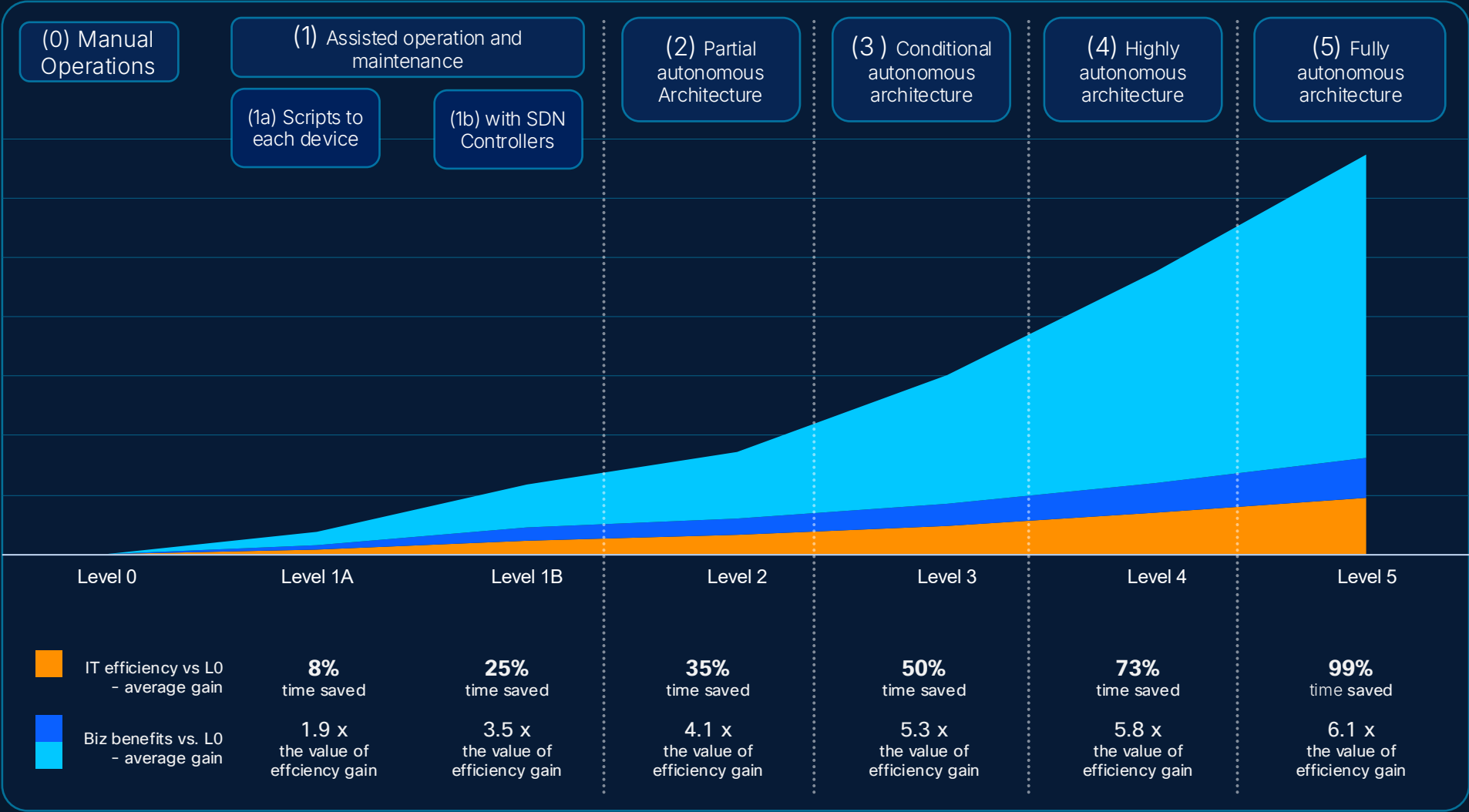
Digital Implementation



Remedial actions to drive efficiency and differentiation

AI-Enabled Connectivity -> Future Mode Operations

The Journey from Automation to Autonomy



Level 3 and above will be key to unlocking the many competitive advantages autonomous networks promise

Additional Business benefits incl.:

- Risk mitigation, breach cost & frequency reduction
- Revenue assurance from faster resolution of outages & disruptive events
- Increased productivity, time to market

Additional TCO reduction (Excl. staffing) – including:

- Decreased / avoided infrastructure costs (optimization, consolidation)
- Decommissioned legacy and point solutions
- Power, space, cooling

IT Staff Efficiency gain

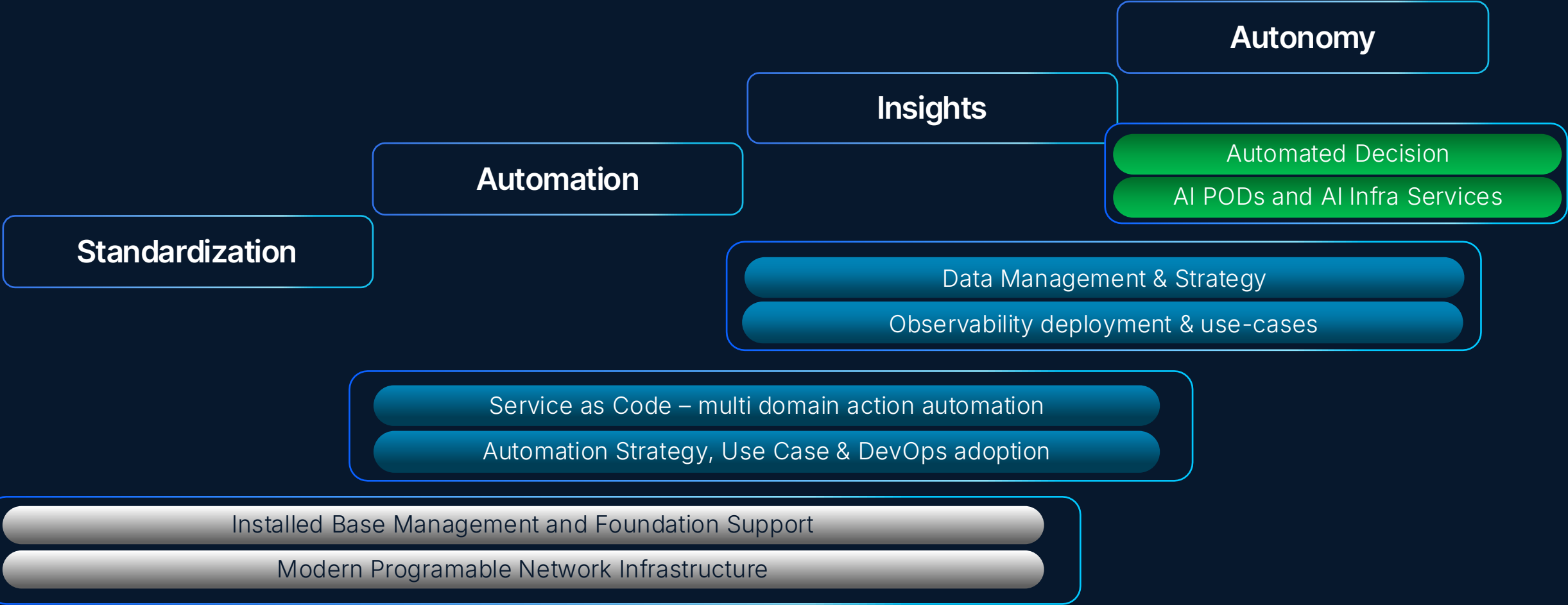
- quantification of time saved or effort avoided by IT teams

Sources:
Cisco calculation based on data reported by IDC, Forrester, Microsoft Research, ACG ResearchCapGemini, dropzone.ai, SolarWinds

* Some of the percentages in the chart are derived estimates from combining multiple studies, extrapolating between reported benefits and a plausible maturity progression — they should be treated as illustrative estimations, especially above level 3. Benefits in stages 4-5 should be treated as aspirational with some first empirical evidence (limited quantitative evidence as of Nov 2025)

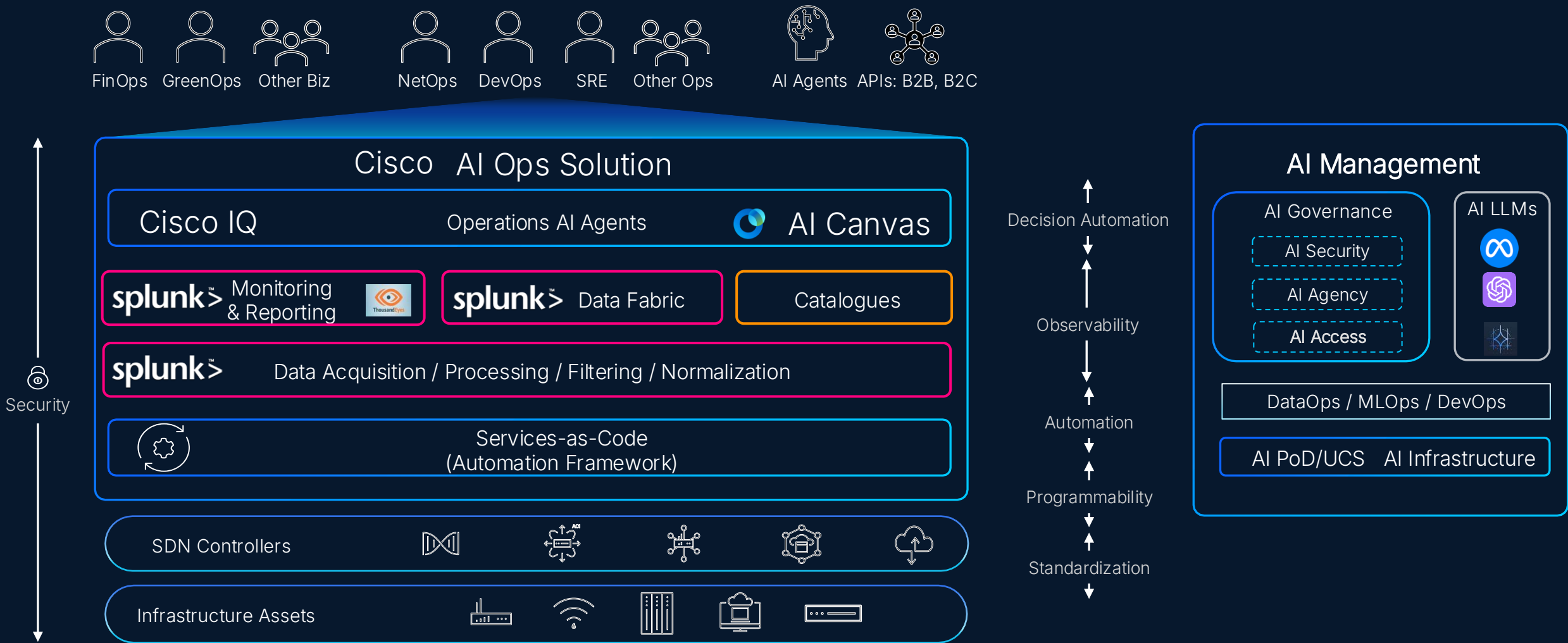
Cisco is the right partner to support you in this journey

Cisco solutions supporting the journey



Cisco unmatched portfolio with CX proven expertise

Your best option for Infrastructure Agentic Ops implementation



Use-cases view



Cisco CX can accelerate customer value creation

Expertise for architecture consulting & technical implementation of Agentic Ops capabilities

Standardization

Maturity Assessment
As-Is > To-Be Arch

Infrastructure
discovery and
modernization

Infrastructure
Lifecycle Management
(Cisco IQ supported)

Automation

Services as Code

Cloud Platform
Automation

AI Copilot for
Services as Code

Solution Validation
with Automated
Testing

Insights

Data Management &
Strategy

Data platform
deployment and
integration

Data visualization and
insights

Autonomy

AI Ops Strategy
(incl. use cases
identification)

Architecture
Management Office

Agentic Ops
Integrations

AI Ops Build Operate
Transfer with Cisco
Managed Services

How and Where to Start?

Proven methodology to help our customers derisk and transform

