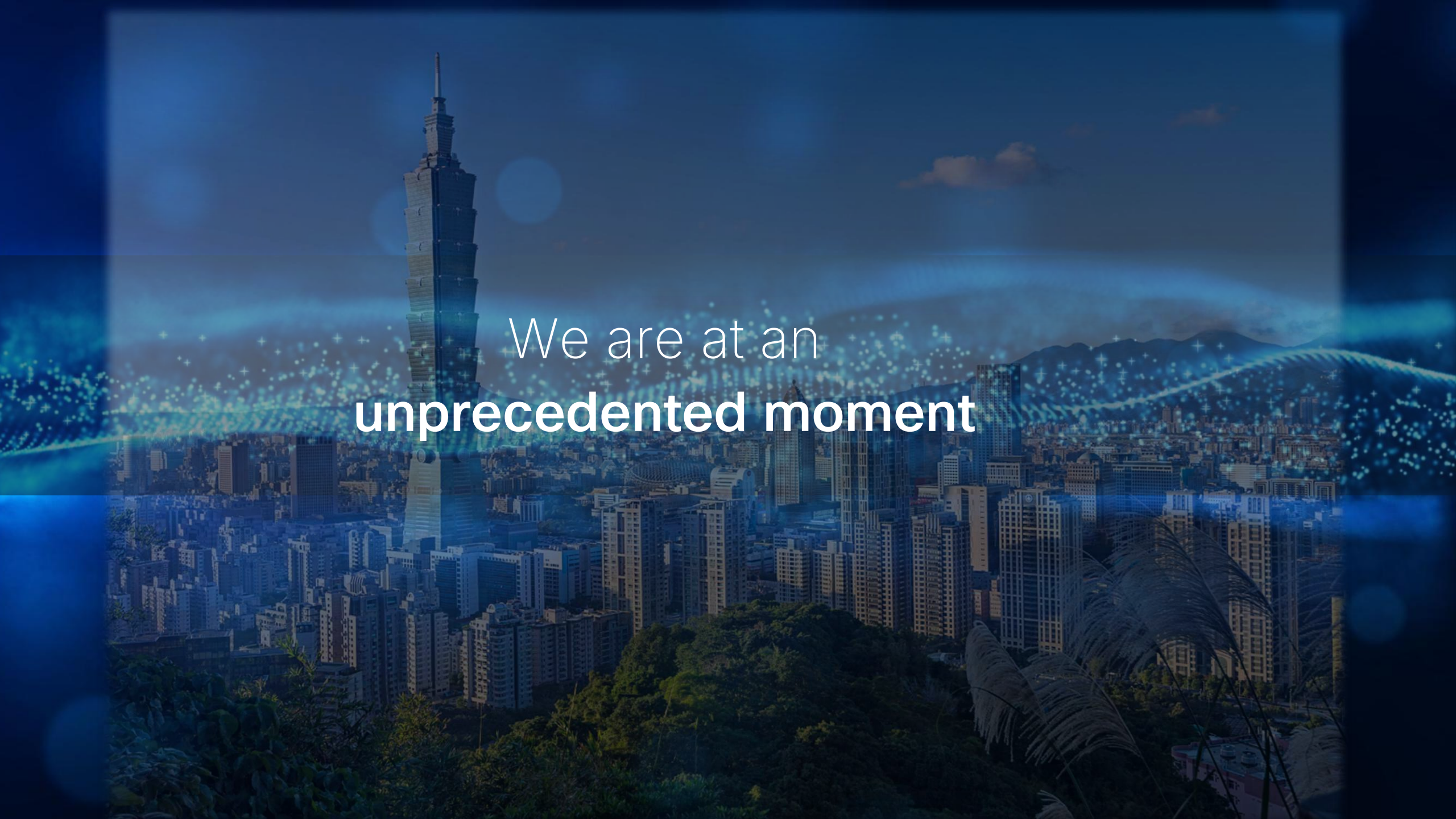


AI, Quantum Technology, and Future Policy: Shaping the Next Era



Cisco Connect Taipei, July 07, 2026

Jacqueline Guichelaar
SVP/GM, CX APJC

A night view of Taipei, Taiwan, featuring the Taipei 101 skyscraper and a cityscape with blue digital overlays. The image has a dark blue tint with glowing blue particle effects and light trails. The Taipei 101 is the central focus, with other city buildings visible in the background. The foreground shows some greenery and a palm tree.

We are at an
unprecedented moment

Scale

1000s

of critical vulnerabilities found
in weeks, not years

Chained exploits

3→1

medium CVEs chained into
one critical breach path

Shrinking window

Hours

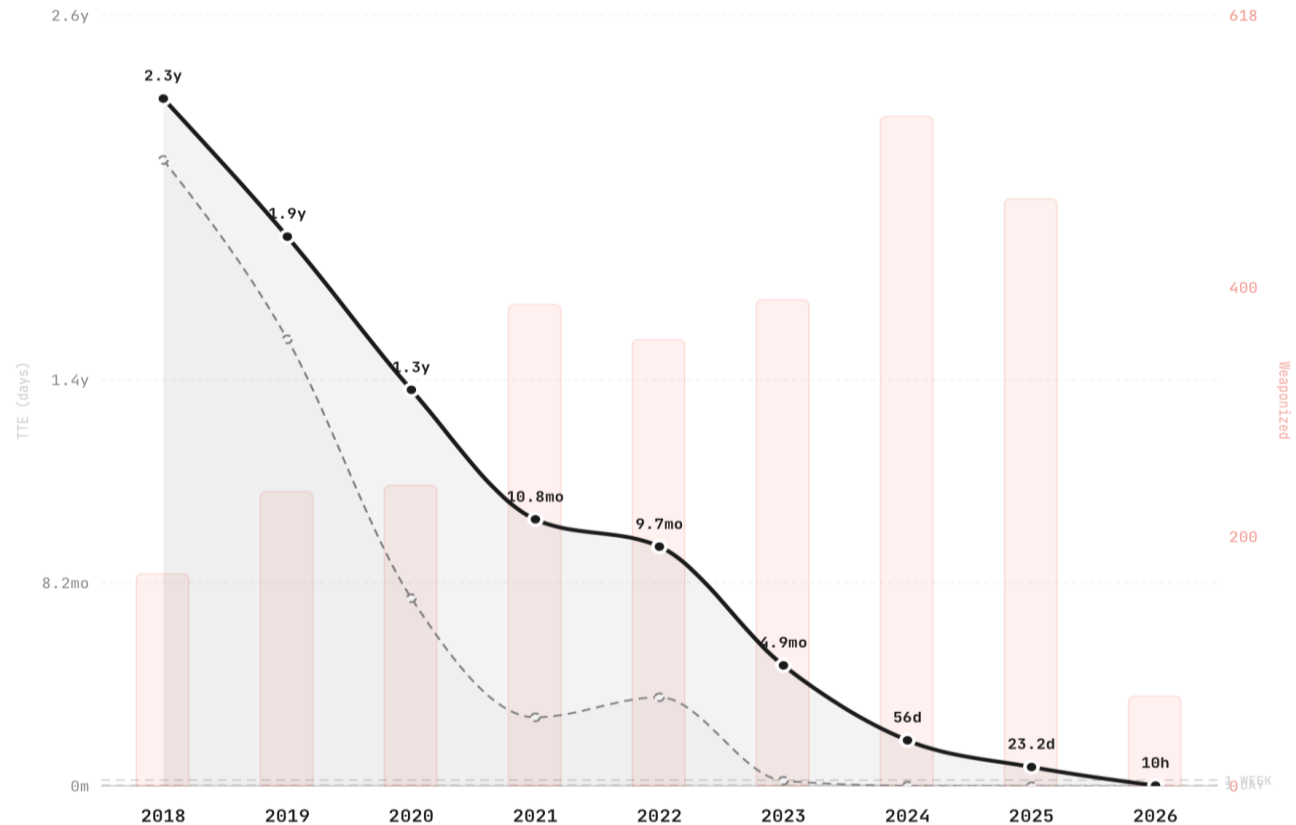
from patch release to
adversarial reverse-engineering

Rules have changed post-Mythos. Permanently.

From Vulnerability to Exploitation

TTE (Time-to-Exploit) measures the gap between CVE disclosure and confirmed exploitation

— Mean TTE (10% trimmed, days) - - - Median TTE (days) ■ Weaponized Exploits (count)



Based on 3,532 CVE-exploit pairs from trusted sources (CISA KEV, VulnCheck KEV & XDB)

zerodayclock.com

EVERY DAY

IS EXPLOITS HAPPENS FASTER
THAN VENDORS CAN CREATE PATCHES
AND ORGANIZATIONS CAN DEPLOY PATCHES

ZERO DAY

THE NEW IMPERATIVE

Architect structural resilience that withstands the unknown with speed and scale.

**Stop guessing,
start seeing**

**Stop reacting,
start engineering**

**Stop waiting,
start automating**

The Architecture Tax

Aging or Obsolete

48%

Assets Past
End-of-Service (EoS)
End-of-Life (EoL)

Target EoL Systems

40%

Top Vulnerabilities

Extreme Obsolescence

32%

Devices 10+ Years Old

POST END-OF-LIFE

No TAC Support

No Security Patches

No HW Failure Analysis

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

Dynamic demands require a new CX

Resiliency

Proactive issue avoidance

Simplicity

Real-time, hyper-personalization

Time to value

Faster decision making

Transforming the fundamental nature of services:

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

Simplified Portfolio

Cisco Support

AI-driven and expert-led support, designed to help you realize the value from your IT investments.

Signature



Standard



Basic



Cisco Professional Services

Expert guidance to accelerate transformation, reduce risk, optimize operations, and deliver results.



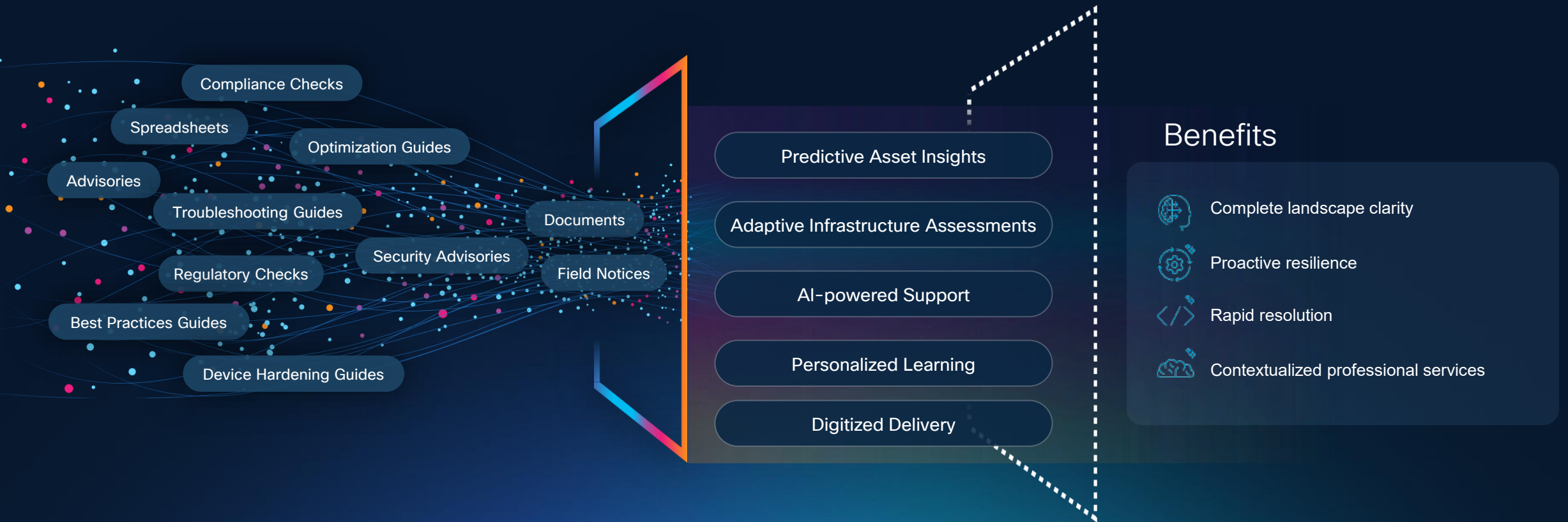
Subscription



Transactional

Cisco IQ

Where human expertise meets agentic intelligence



Cisco IQ

SaaS Deployment Mode Generally Available (from Apr 24, 2026)



5,441

GLOBAL CUSTOMERS

666

APJC CUSTOMERS

7.9 Million+

DEVICES

Cisco IQ customer quotes



A leading manufacturer of essential semiconductors.



Scott Gibbons

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

“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.”



A Leader in Whole-Person Health Care.



Kevin Haz

IT Life-Cycle Analyst

“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, locate information, and uncover answers when we need them. Being able to resolve issues more quickly helps keep hospital operations steady, and it’s incredibly meaningful to know that the work we do each day supports the clinicians and patients who depend on these systems most.”



The world’s largest food and beverage manufacturer



Ralf Huebenthal

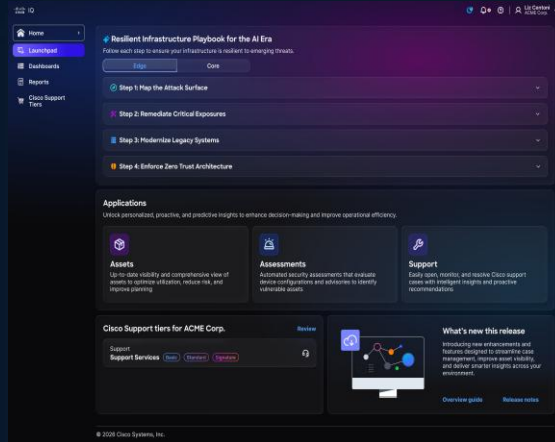
Global Head of IT
Platforms

“The team is extremely happy and I'm happy as well.....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.’”

[Cisco Live EMEA Keynote LinkedIn Video with Adele Trombetta and Ralf Huebenthal](#)

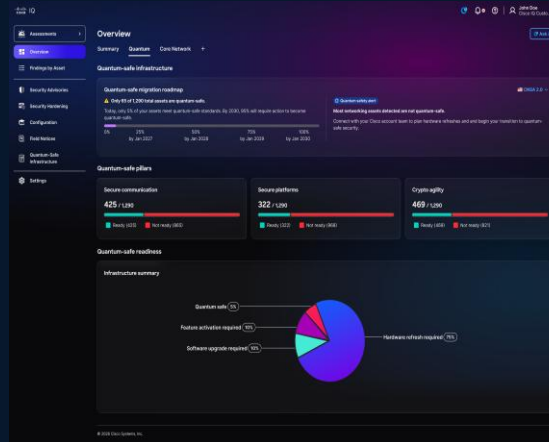
What's next with Cisco IQ

Resilient Infrastructure Services



- Exposure assessment
- Infrastructure modernization
- Defense resiliency

Quantum Ready Assessment



- Secure communications
- Secure platform
- Crypto agility

Peer Benchmarking

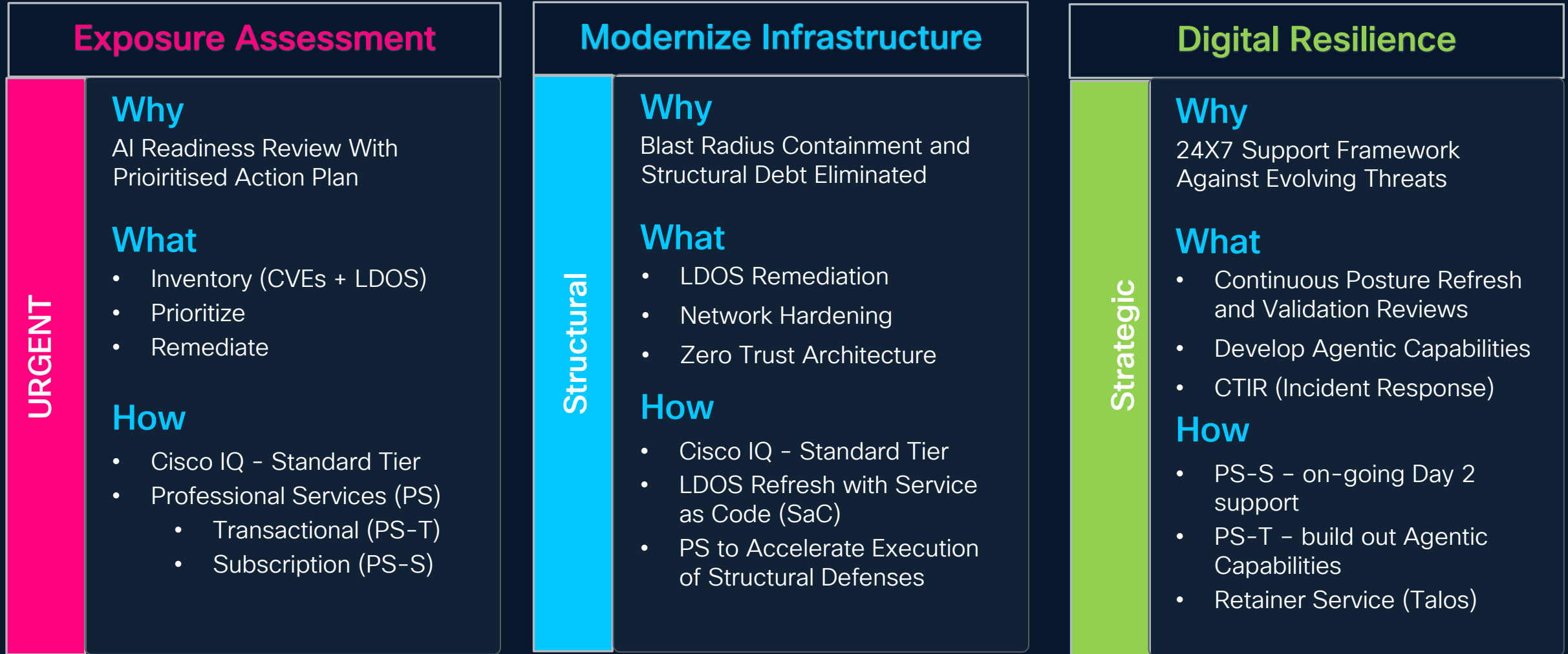


- Geography
- Industry
- Market segment

Cisco IQ On-prem

Introducing Cisco Resilient Infrastructure Services

Operationalize the imperative with a three-phase approach





In this post-Mythos world **resilience must
happen at machine speed**

Thank you

