Fast-Track Your IT Modernization with Cisco Services

Innovate and accelerate with services for the Public Sector

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IT modernization: Why do it?

With security and consolidated networks top of mind, IT modernization is more than a buzzword right now, from federal agencies to local governments to public schools. In the past, you had to make a case for why you needed to modernize. Now, with government legislation and public funding, you need to justify why you are not modernizing. An agile and intuitive digital network infrastructure can help you reduce risk, automate processes, optimize data, and improve compliance.

So, how do you keep up with IT modernization guidelines—often with a small team and limited time?

The Cisco Services Difference

Innovation. Expertise. Advanced analytics, automation, and security. These are the technology challenges you face every day. When you partner with Cisco Services together, we’ll work with you to deliver an industry-leading portfolio, customized to your requirements.
When partnering with Cisco Services, you’ll gain added value through a comprehensive assessment of your environment that helps us build a blueprint for success. Together we’ll establish a strategic approach to implementation based on those issues key to your daily operations, taking the following into consideration:

- How complex is your environment? Do you need to integrate APIs or other products and solutions?
- How critical is network security to your operations?
- How quickly do you need issues resolved?
- Does your environment offer actionable intelligence and support?
- How do you currently manage case escalation?
- Would you gain added value through additional best practices and training?

Your unique operating environment and mission requirements demand a solution tailored to your needs. We understand this, and will partner with you to maximize your investment.

Learn more
Cisco Services is helping IT teams around the world design, manage, and maintain some of the most sophisticated, secure, and intelligent platforms.

→ **Advisory Services**
   Strategic advice, from consulting to detailed design and validation. Building a cloud strategy? We’ll also map everything before launch to ensure a seamless and secure transition.

→ **Implementation Services**
   Put our expertise, tools, and processes to work for you to reduce risk and speed deployment. Launching a new data center? We’ll thoroughly test and correct any issues prior to launch.

→ **Technical Services**
   Our proactive and prescriptive care ensures continuity, efficiency, and security.

→ **Business-Critical Services**
   Simplify complexity. Control OpEx. Accelerate your network transition. We’ll help you make your network work smarter, not harder.

→ **Managed Services**
   Cisco’s proactive management options can optimize your IT assets on-premise or in the cloud—freeing your resources to focus on more important things.

→ **Training**
   We’ll help you develop your talent to keep everything efficiently.

Now it’s your turn.  
Learn more
Unlock additional value from your network investment and drive better outcomes with a customized roadmap to IT modernization. Choose from a wide variety of technical and advanced services designed to jumpstart your transformative journey to an optimized, secure, digital network.

**Cisco Technical Services Advantage**

Cisco’s Technical Services Advantage provides comprehensive technical support for your mission-critical networks. Increase your operational efficiency and minimize disruption with our expert support team by your side. Together, we’ll:

→ Solve your network problems faster.
→ Increase your operational efficiency.
Cisco Technical Services Advantage tiers are delivered in a dynamic and continuous cycle. As we share our knowledge, experience, and proven methodologies, we’ll help you move from defining objectives to self-reliance.

- Manage your network’s risk and accelerate growth.
- Protect the integrity of existing services, while building, testing, and deploying new service releases.
- Reduce the burden on your IT department.
- Reduce your capital expenditure and overhead costs.

Cisco Solution Support

Adopt new technologies with confidence. Free up your IT team by leaving complex issue management and resolution to us. We have you covered with Cisco Solution Support. You can expect:

- Continuity of service, with one point of contact to resolve your issue no matter where it resides.
- Solution expertise to resolve issues faster, helping you focus on other priorities.
Cisco Solution Support combines product support with solution-level support into one service. This means that complex issues, on average, are resolved 43% faster than with product support alone.

→ Seamless product support coordination, both internally and with our solution partners.

→ An open door policy; no issue is too small.

→ Convenient support expansion; simply attach our Solution Service contract to future Cisco solution purchases for peace of mind.

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Cisco Asset Management Service

Gain full-picture visibility into your installed base. Mitigate risk and ensure compliance. Budget more accurately. Make informed decisions. It’s all part of the Cisco Asset Management Service. Your designated Cisco Asset Manager will help:

→ Provide an accurate view of your Cisco inventory.

Learn more
Track and manage your Cisco products and related contracts.

Push alerts for impending contract expirations and uncovered assets.

Provide detailed reports on inventory, including at-risk products such as uncovered assets or products nearing last date-of-support.

Deliver metrics with measurable value from service use.

Cisco Asset Management Service ensures your Cisco assets are available 24x7 to power your network.

Cisco Managed Services

Cisco Managed Services helps you optimize your infrastructure and application investment on your journey to IT modernization. Adopt new technologies. Transition to the cloud. Manage your new dynamic digital network to achieve extraordinary results.

→ Reduce your recurring in-house network costs by 30–40%.

→ Increase network efficiency by more than 50%.

Learn more
→ Manage your legacy multi-service environment with minimal disruption.

→ Migrate assets and technologies to drive operational consistency, efficiency, and security.

→ Transform into a future-ready network by assuring services delivery through hybrid cloud and DevOps models.

We deliver a broad portfolio of managed services—from the data center to the network—so you can focus on your IT Modernization. All while eliminating security issues and providing a consistent end-user experience.

Learn more

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Cisco Security Services

Get the most from your cybersecurity and technology investments with Cisco Security Services. Our consultants and technical experts help you improve time to threat detection, as well as response.

→ Incident Response: Prepare for, manage, and recover from data breaches and network attacks. Our experienced team uses Talos threat intelligence and the most current security technology to respond to attacks and reduce damage and exposure.

→ Emergency Response: For incidents such as data breaches or ransomware, we quickly address the most pressing concerns. We build a plan to identify the attacker, scope and contain the situation, identify the root cause, and design strategies to remedy the underlying issues.
Cisco Managed Services helps you optimize your infrastructure and application investment on your journey to IT modernization. Adopt new technologies. Transition to the cloud. Manage your new dynamic digital network to achieve extraordinary results.

→ Proactive Threat Hunting: Don’t wait for an incident to occur to take action. Identify vulnerabilities before they impact your organization. Our responders will work with your team to hunt for and address existing adversaries in your network.

→ Cisco Active Threat Analytics: We bring together expertise with cutting-edge technology, intelligence, and advanced analytics to detect and investigate threats in your network with speed, accuracy, and focus. As a managed security service, our expert investigators monitor your network 24x7 from our state-of-the-art security operations centers—providing you with constant vigilance and in-depth analysis.

→ Retainer: Our team is available to help before an incident occurs, with proactive services that strengthen your security posture. When you require emergency assistance, our responders are on site within 24 hours to remediate any data breach.

Cisco Business-Critical Services

Our subscription services help you get the most value from your Cisco products and solutions today, while laying the foundation for your next-generation secure IT strategy. We’ll help you:

→ Reduce complexity and cost through automation, orchestration, and technical expertise.

→ Enhance business agility and transformation with advanced analytics, machine learning, and strategic architecture planning to deliver critical insights on infrastructure and applications.

→ Drive proactive threat management with security services embedded into the subscription service.

→ Reduce risk through automated compliance and remediation audits
The public sector, especially the Department of Defense (DoD), has unique considerations when planning for IT modernization. Budgetary concerns, the need to secure and share classified data with mission partners, and ongoing cyber threats top a long list of specialized requirements.

Cisco Classified Network Services are tailored to meet the specific needs of DoD networks. Cisco offers a wide range of services, from business transformation consulting and high-touch technical support to complete management of your security, communications, and network operations.
We can

→ Manage or co-manage portions of your network in conjunction with your own Network Operations Center
→ Remotely manage your security infrastructure
→ Help you transition to a cloud-based Network-as-a-Service (NaaS)

DoD networks also have unique collaboration requirements, with an ongoing need to modernize communications; for example, to speed uptime and response to both missions and threats.

Cisco’s Hosted Collaboration Solution provides a broad range of voice and video communications, mobility, messaging, and video conferencing securely from the Cisco cloud.

Choose a public, private, or hybrid solution. Supported solutions include:

→ Cisco IP Phone 7800 and 8800 Series for voice and video
→ Cisco Jabber® and unified communications client application for mobile and desktop devices
→ Cisco Webex® Web Conferencing, a FedRAMP- Authorized Service, providing agencies with a complete, compliant, and highly secure collaboration solution

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IT Modernization starts here


Cisco Services is ready to work with you throughout your transition to IT modernization.

Let’s get started.