

Cisco Business Critical Services Catalog

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Business Critical Services Tiers

Overview

In today's fast-moving business world, you need technology to help drive competitive advantage. Cisco® Business Critical Services (BCS) is a multi-architecture, tiered subscription service that provides key IT roles with trusted expertise, powered by analytics, insights, and automation, to drive higher performance and accelerate transformation, every step of the technology journey.

From the development of a strategic technology roadmap, we begin by helping you define the right technology solution for your business. Then we work with you to jointly identify use cases that align to your most pressing technology challenges. Once these are identified, we'll shift to the next phase of the journey to identify learning and skills maps, so that your team has access to the right level of expertise, at the right time. Trusted Cisco experts will guide you from evaluation to transformation to help you achieve the goals you want. And once the technology is implemented, our experts will use telemetry and other tools to enable continuous optimization and value from your Cisco IT investments.

Behind every team of trusted Cisco experts, we employ analytics, automation, and remediation technology (AART) to deliver tailored insights and smarter actions across your IT landscape. Our proprietary analytics, algorithm patents, massive data sets, and machine learning – securely, automatically, and intelligently – deliver unmatched insights across your Cisco architectures.

Sharper Insights, Smarter Actions

At Cisco, we recognize that immense complexity goes into planning and integrating technology, and technology outcomes need to be clearly defined, every step of the way. To speed time to value from your Cisco technology investments, we restructured and simplified the Business Critical Services portfolio into two tiers: Essentials and Advantage. These offerings make it easier for Cisco experts to align team goals with specific use cases to accelerate deployment, detection, and remediation, at every stage of the technology journey.

To improve performance and accelerate transformation, Business Critical Services' portfolio incorporates three fundamental components:

- **Guidance throughout the technology lifecycle.** Best practices at every step, from evaluation through transformation.
- **Continuous engagement.** Proactive expert recommendations powered by data-driven insights.
- **Value for key IT roles.** From architecture and engineering, to NetOps and SecOps, IT teams have the expertise they need, when, where, and how they need it.

With Business Critical Services, functional IT workers in your organization have continuous access to the expertise they need to architect the right strategy, engineer for changing business needs, predict and resolve network operations issues, and improve security posture to proactively protect, detect, and defend.

Essentials and Advantage tiers are available on a 12-month or multi-year subscription. They cover the full IT lifecycle—from the moment you begin evaluating a Cisco solution, to the day you evolve to the next technology transition. Each tier aligns Cisco experts to team goals and responsibilities, ensuring each team member has access to the right level of expertise at the right time, for each technology and area of the business. With Essentials and Advantage:

- **Architecture teams** can strategically plan and implement innovative technology that aligns IT strategy with business intent in real time.
- **Engineering teams** can de-risk technology transitions, design new IT solutions, and accelerate deployment to increase business agility.
- **NetOps teams** can maintain a secure, always-on customer network using predictive analytics, industry standards, and best practices.
- **SecOps teams** can identify, analyze, and prevent cybersecurity incidents across the enterprise.

Cisco Business Critical Services is backed by more than 30 years of technology implementations, and intellectual capital earned from more than three million Cisco Technical Assistance Center (TAC) cases handled each year. Plus, our deep expertise spans next-generation technologies, regulatory standards, and industry best practices.

Cisco trusted expertise, coupled with our analytics, insights, automation, innovation, and intellectual capital – developed and delivered by Cisco Customer Experience (CX) teams – make Business Critical Services such a unique and differentiated offer within our business and across the industry.

Essentials and Advantage Tiers

Essentials Tier

Essentials was developed to help customers optimize performance and de-risk IT. Leveraging predictive analytics, Business Critical Services experts work with you to instill best practices to prevent future issues. Essentials includes four foundational services: Operational Insights Review, Expert Review Workshops, Change Window Support, and Ask the Experts.

Operational Insights Review

Operational Insights Review provides actionable, data-driven recommendations and targeted insights into your network operations, including configuration, syslog analysis, software, hardware, and more, to reduce operational risk, improve performance, and ultimately reduce costs. Deliverables include one Operational Insights Review per month, and a total of 19 reports per year. Reports can include:

Configuration Best Practice Report

Reduce configuration complexity, misconfigurations, and inconsistent configurations for similar features across Cisco network elements, while also validating that your network aligns with Cisco best practices and industry standards.

Syslog Analysis Report

Identify the potential risk of service impact to Cisco network elements through an analysis of operational and performance syslog data.

Field Notice Report

Identify and track Cisco network elements affected by a published Cisco Field Notice.

Hardware Lifecycle Milestone Report

Identify and track Cisco network elements affected by a published Cisco Product Lifecycle Milestone, such as end of sale (EOS), software maintenance support, or end of life (EOL).

Product Security Advisory Impact Assessment

Identify Cisco network elements affected by a published Cisco Product Security Advisory with a “critical” or “high” impact rating and gain expert recommendations for how to address the advisory.

Software Management Strategy Report

Create or update one software management process and procedure document to help address aspects of software strategy, lifecycle management, upgrade planning, and triggers. Gain recommendations for improving software adoption KPIs based on your deployed standards and Cisco recommendations, plus expert advisement related to Cisco published software deferrals or EOS/EOL.

Software Analysis and Release Standard Report

Gain Cisco analysis of your software release for one platform, plus our expert recommendations for the software version that is right for you.

Risk Mitigation Report

Get the information you need on crash risk factors for your top 10 impacted Cisco network elements, grouped by clusters that can be used to compare Cisco network elements in a high-risk cluster with those in low-risk clusters.

Change Window Support

With this service, you benefit from the expertise of a Cisco consulting engineer in support of your scheduled change window. For each scheduled network change, we will conduct a review of the change before and during your change window, as well as review your Method of Procedures document and test results for implementing Cisco’s recommendations. Deliverables include four Change Window Support sessions per year, expert guidance during change planning, real-time remote consultation during change execution, and Change Implementation Review and Recommendation Reports.

Expert Review Workshops

This service helps enhance your team’s technical knowledge and skills. Deliverables include: Best Practices and Recommendation Reports, and two Expert Review Workshops per year. Workshop sessions can include:

Configuration Review

Gain expert guidance for software feature planning decisions. Also, with our help, you gain new software feature configuration and deployment best practices to identify conformance trends of Cisco network devices that adhere to your policy configuration templates. You get one Configuration Review Report with our recommendations for one Cisco platform and up to two software features.

Test Review

Get an expert Cisco review of your ready-for-use test plans for new software features and configuration changes in your

environment, plus our guidance in the development of success criteria based on your existing test plan. You receive one Test Review Report that includes our recommendations for one Cisco platform and up two software features.

Implementation Review

Leverage Cisco expert advice and guidance related to your plan for implementing new software features and configuration changes. You get one Implementation Review Report that includes our recommendations for one Cisco platform and up two software features.

Ask the Experts

Use our Ask the Experts sessions to guide your technology implementation. We provide you with unlimited access to a catalog of scheduled open enrollment or recorded webinar sessions aligned to Cisco's Customer Success Portfolio. These sessions give you access to Cisco experts who share insights and recommend best practices to help you onboard, implement, use, adopt, and optimize Cisco solutions—assisting you to succeed wherever you are in your technology journey.

Advantage Tier

Advantage includes all the services in Essentials, plus two new services to accelerate transformation and adoption. By engaging continuously with Cisco experts, you can create the right architectural strategy, design, implementation, adoption, and testing plans. You can also engage in new ways with expert-led group workshops, 1:1 coaching, and interactive technical sessions aligned to use cases throughout the technology lifecycle.

Expert Incident Reviews

We help you evaluate TAC cases to identify root causes and recommended actions to mitigate recurring or systemic problems to improve network stability and performance. Each quarter, customers receive one Expert Incident Report that includes a quarterly review of trends, patterns, and remedies for Severity 1 and Severity 2 cases they may have opened with the Cisco Technical Assistance Center. We also offer recommendations to help you identify the root cause and appropriate actions to mitigate recurring or systemic problems. Deliverables include: One Expert Incident Report and Recommendations per quarter, plus engagement with TAC and customer engineers on root cause analysis to mitigate recurring or systemic problems.

Accelerators

We guide your successful technology adoption with one-to-one Cisco expert technical sessions aligned to Cisco's Customer Success Portfolio. Deliverables include: six technical sessions per year (remote or onsite) to address specific engineering challenges. Each session lasts up to seven hours in duration and is delivered within a two-week period. Session categories include:

- **Onboarding** - Get expert help to understand the features and deployment considerations of the Cisco solution within your environment.
- **Implement** - Understand the strategies and deployment best practices for the Cisco solution within your environment.

- **Use** - Secure guidance for effective use of the features deployed in your environment.
- **Adopt** - Leverage our expertise to adopt deployed features and plan new feature additions within your environment.
- **Optimize** - Acquire Cisco advice and guidance that helps you optimize the performance of the features deployed in your environment.

In addition to the services listed above, Advantage includes:

Operational Insights Review

Our Operational Insight Reports provide actionable, data-driven recommendations and targeted insights into your network operations, including configuration, syslog analysis, software, hardware, and more, to validate your network aligns with Cisco best practices and industry standards. Our experts will assist you in prioritizing and implementing our actionable, data-driven recommendations into the decisions and actions needed to align with your objectives for availability, performance, and minimized risk. Deliverables include two Operational Insights Review sessions per month, and a total of 30 reports per year. Reports can include:

Configuration Best Practice Report

Reduce configuration complexity, misconfigurations, and inconsistent configurations for similar features across Cisco network elements, while also validating that your network aligns with Cisco best practices and industry standards.

Syslog Analysis Report

Identify the potential risk of service impact to Cisco network elements through an analysis of operational and performance syslog data.

Field Notice Report

Identify and track Cisco network elements affected by a published Cisco Field Notice.

Hardware Lifecycle Milestone Report

Identify and track Cisco network elements affected by a published Cisco Product Lifecycle Milestone, such as end of sale (EOS), software maintenance support, or end of Life (EOL).

Product Security Advisory Impact Assessment

Identify Cisco network elements affected by a published Cisco Product Security Advisory with a “critical” or “high” impact rating and gain expert recommendations for how to address the advisory.

Software Management Strategy Report

Create or update one software management process and procedure document to help address aspects of software strategy, lifecycle management, upgrade planning, and triggers. Gain recommendations for improving software adoption KPIs based on your deployed standards and Cisco recommendations, plus expert advisement related to Cisco published software deferrals or EOS/EOL.

Software Analysis and Release Standard Report

Gain Cisco analysis of your software release for one platform, plus our expert recommendations for the software version that is right for you.

Risk Mitigation Report

Get the information you need on crash risk factors for your top 10 impacted Cisco network elements, grouped by clusters that can be used to compare Cisco network elements in a high-risk cluster with those in low-risk clusters.

Change Window Support

With this service, you benefit from the expertise of a Cisco consulting engineer in support of your scheduled change window. For each scheduled network change, we will conduct a review of the change before and during your change window, as well as review your Method of Procedures document and test results for implementing Cisco's recommendations. Deliverables include four Change Window Support sessions per year, expert guidance during change planning, real-time remote consultation during change execution, and Change Implementation Review and Recommendation Reports.

Expert Review Workshops

This service helps enhance your team's technical knowledge and skills. Deliverables include: Four Expert Review sessions per year, and Best Practices and Recommendation Reports. Workshop sessions can include:

Strategy Review

Validate your architecture concept or architecture blueprint with our expert review of your input drivers and business and technical requirements to ensure you are aligned with your architecture strategy vision and desired outcomes. You get one Strategy Review Report with Cisco's recommendations.

Architecture Review

Translate your business requirements into an architecture management vision, multi-generation plan, and target architecture model that aligns with your business and technology objectives. You get one Architecture Review Report with our expert recommendations.

Design Review

Gain an expert review of your current-state design to determine whether Cisco best practices are incorporated and aligned with your requirements and objectives related to proposed design changes, deployment model considerations, or capacity and growth fulfillment, so you can get the benefits you expect. You receive one Design Review Report with Cisco recommendations.

Resiliency Review

Identify improvements for availability and resiliency objectives with our expert assessment of your architecture design, configuration changes, and monitoring features. Our recommendations are provided to you in one Resiliency Review Report.

Audit Review

Our experts review a targeted area of your environment to determine how certain network elements, technologies, protocols, or solution are performing to help optimize availability, performance, and security. We provide Cisco best practices and recommendations in one Audit Review Report.

Ask the Experts

Use our Ask the Experts offerings to guide your technology implementation. We provide you with unlimited access to a catalog of scheduled open enrollment or recorded webinar sessions aligned to Cisco's Customer Success Portfolio. These sessions provide access to Cisco experts who share insights and recommend best practices to help you onboard, implement, use, adopt, and optimize Cisco solutions—assisting you to succeed wherever you are in your technology journey.

Cisco Architectures and Technologies

Cisco Essentials and Advantage 12-month and multi-year subscription services include support for the following architectures: Networking, Data Center, Security, and Collaboration. For information on specific architectures, refer to section 40 (Architectures, Technologies, and Service SKUs) in the [Cisco Business Critical Services Descriptions](#) document.

Core Networking

- **Routing and switching technologies:** Aligned services support all Cisco products and technologies that forward and process routed IP and switched Ethernet traffic, hardware, virtual infrastructure appliances, software-defined access switches, and controllers.
- **Optical networking technology:** Aligned services support all Cisco optical products and technologies, including DWDM, IPoDWDM, optical transport (OTN), packet optical, circuit emulation, SONET, and SDH.
- **Wireless networking technology:** Aligned services support all Cisco Unified Network Wireless products, including wireless LAN (WLAN) access points, wireless controllers and wireless network management, Connected Mobile Experiences (CMX), and Mobility Services Engine (MSE).
- **Network management and orchestration:** Aligned services support Cisco Application Policy Infrastructure Controller Enterprise Module (APIC-EM), Cisco Digital Network Architecture Center (DNA Center), Cisco Prime® Infrastructure, Cisco Prime Network, Cisco Prime Optical, Cisco Prime Central, Cisco Prime Performance Manager, Cisco Prime Provisioning, Cisco Prime Access Registrar, Cisco Prime Network Registrar, Cisco Evolved Programmable Network Manager (EPNM), Cisco WAN Automation Engine (WAE), and other Cisco OSS and network management software.
- **Next-generation cable access technology:** Aligned services support Cable Modem Termination System (CMTS), Cisco Converged Broadband Router (cBR-8) platform, Evolved Converged Cable Access Platform (CCAP), DOCSIS 3.1 migration, Broadband Access Control for Cable (BACC), and Cisco Network Register.

Data Center and Cloud

- **Computing systems technology:** Aligned services support all Cisco data center compute products; Cisco HyperFlex™ infrastructure platforms, software, and technologies, such as servers; and management software and connectivity.
- **Data center switching technology:** Aligned services support all Cisco data center switching products and technologies that forward or process and forward IP, switched Ethernet, storage traffic, and Cisco Application Control Engine.
- **Storage area networking (SAN) technology:** Aligned services support all Cisco data center SAN products and technologies that forward or process and forward IP, switched Ethernet, and storage traffic.
- **Cisco Application Centric Infrastructure (ACI®) technology:** Aligned services support all data center Cisco Nexus® family of ACI-capable 9000 switches and Application Policy Infrastructure Controller (APIC) clusters.
- **Data center orchestration and automation:** Aligned services support Cisco ONE™ Enterprise Cloud Suite

Solutions such as Cisco Unified Computing System™ (Cisco UCS®) Director, Cisco Prime Service Catalog (PSC), Cisco Process Orchestrator, Cisco UCS Performance Manager (UCSPM), Cisco UCS Manager (UCSM), Cisco UCS Central (UCSC), and Cisco CloudCenter®.

- **Cisco Prime Data Center Network Manager (DCNM):** Aligned services support Cisco Prime DCNM and other future Cisco infrastructure and software products for hybrid cloud and IT automation.

Security

- **Network Security Services** include Cisco Security products and solutions such as next-generation firewall and next-generation intrusion prevention systems (IPS). Services support all products and solutions, including customer networks and third-party networking technologies.
- **Cloud Security Services** include Cisco Cloud Security, including Cisco Umbrella™ and CloudLock®. Services also support non-Cisco applications and customer-developed applications.
- **Security Policy and Access Services** include Cisco policy and access products, including Identity Services Engine (ISE) and AnyConnect® VPN. Services also support customer-defined security policies and physical security defenses.
- **Advanced Threat Services** include advanced threat products and solutions such as Cisco Advanced Malware Protection (AMP) technologies, Stealthwatch®, and Cognitive Threat Analytics. Services also support non-Cisco security technologies that protect against advanced threats.
- **Tetration technology:** Aligned services support Cisco Tetration clusters (39RU, 8RU, cloud), sensors (software and hardware), and software subscription licenses.

Collaboration

- **Unified Communications (UC):** Aligned services support UC products and solutions, including call control, cloud calling, communications gateways, Unified Communications Manager (UCM), Cisco Hosted Collaboration Solution, Cisco BroadCloud®, Cisco TelePresence®, and more.
- **Unified Contact Center Enterprise (UCCE):** Aligned services support contact center products and solutions for UCCE, including Unified Customer Voice Portal (Unified CVP).
- **Unified Communications Manager (UCM):** Aligned services support UC solutions, including Cisco UCM and UCM Cloud.
- **Business video:** Aligned services support business video solutions, including Cisco Webex®, Cisco Webex Teams™, Cisco Meeting Center, web conferencing, room video conferencing, desktop video conferencing, and Webex IT and Security Management.
- **Webex Contact Center:** Aligned services support UC products and solutions, including Cisco Webex Contact Center and Webex Contact Center Enterprise (CCE).
- **Webex Calling:** Aligned services support Cisco Webex Calling products and solutions, including Webex Teams.
- **Cloud Meetings and Messaging:** Aligned services support cloud meetings and messaging products and solutions, including Cisco Webex Teams, Cisco Webex Centers (Meeting Center, Event Center, Training Center, Support Center), Cisco Webex Cloud-Connected Audio (CCA), Cisco Webex Meetings Server, Cisco Collaboration Meeting Rooms (CMR) Cloud, CMR Hybrid, Cisco Jabber®, and Cisco Webex Messenger. Services also support instant messaging and team collaboration products, applications, and solutions as well as federation services.

Why Cisco?

With Business Critical Services, key IT roles in your organization have access to Cisco experts, powered by analytics, insights, and automation to achieve higher performance, speed adoption, and accelerate transformation. At every step of their technology journey.

For more information

To learn more about Business Critical Services, speak with your local Cisco account representative or authorized Cisco partner today to get the conversation started. For more information, visit [Business Critical Services](#).

DID YOU KNOW?

Trusted

With more than 30 years of experience in digital transformations, we're helping customers optimize performance and accelerate technology transitions.



Innovative

Eleven thousand Cisco engineers have more than 700 patents and 10,000 certifications, enabling them to handle 3 million cases annually.

Simple

Cisco Business Critical Services deliver the right expertise at the right time, with the level of engagement you need.



Sharper insights, smarter actions

By combining human expertise with the scale of machine intelligence, we can help you achieve higher performance, and accelerated transformation.

Scalable through Cisco partners

Our 62,000 global partners hold more than 15,000 Cisco certifications with over 21,000 specializations across architectures enabling continuous optimization and innovation.

