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Business Critical Services
In today’s fast-moving business world, you need technology to help drive competitive advantage, so your IT must become resilient, adaptive, and transformative.

That’s why we developed Cisco® Business Critical Services to help you address unprecedented change and today’s evolving business priorities. Our services are designed to help you increase availability and drive innovation for greater revenue and growth.
Overview

Business Critical Services are a multi-architecture, tiered subscription offering that provides trusted expertise—powered by our proprietary analytics, insights, and automation—to help you re-imagine IT for growth, agility, and innovation. Available as a 12-month or multi-year subscription from Cisco and our Partners, our operational model helps you build resilient, adaptive, and transformative IT, at every step of your lifecycle journey, so your organization is optimized to run better, safer, and faster.

Cisco Business Critical Services are backed by more than 35 years of technology implementations and experience earned from millions of Cisco Technical Assistance Center (TAC) cases handled each year, deep expertise that spans next-generation technologies, regulatory standards, and industry-leading conventions. Our trusted expertise, coupled with the analytics, insights, automation, innovation, and intellectual capital developed and delivered by Cisco CX, make Business Critical Services a unique and differentiated offer within our business and across the industry.

This catalog provides an overview of the features offered with our services as we work with you to optimize and transform your infrastructure, while helping you accelerate decision making with less risk—at every step of the IT lifecycle.

Insights powered by analytics and automation

Behind every team of trusted Cisco experts, we employ analytics, automation, and remediation technology to deliver sharper insights and better results. Our proprietary analytics, algorithm patents, massive data sets, and machine learning (ML) work to increase performance and uptime—securely, automatically, and intelligently.

With these services, you gain access to tailored, data-driven insights you can use to take smarter actions across your Cisco architectures. Securely, automatically, and efficiently.

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Fundamental pillars

At Cisco, we recognize that immense complexity goes into planning and integrating technology, and technology outcomes need to be clearly defined along the way. Business Critical Services make it easier for Cisco experts to align your goals with specific use cases to accelerate deployment, detection, and remediation, at every stage of the technology journey. All powered by analytics, insights, and automation.

To improve performance and accelerate transformation, Business Critical Services are built upon three fundamental pillars:

- **Guidance throughout the technology lifecycle.** Optimize and de-risk IT with guidance throughout the technology lifecycle. Leveraging best practices at every step—from evaluation through transformation—our experts provide guidance throughout the lifecycle of your Cisco technology, so you get the most out of your investments. No matter where you are in the decision-making process, our subject-matter experts possess 35+ years of Cisco intellectual capital and industry best practices at their fingertips to help you address even the most complex IT challenges.

- **Continuous engagement.** Drive business agility with continuous engagement. Each of our services are driven by consistent, proactive recommendations powered by data-driven insights to help your team achieve its technology objectives. Our risk-based, prioritized recommendations are curated using a broad range of methodologies, insights, tools, and resources to ensure that every team can optimize performance and speed transformation. Our experts share insights, combined with their knowledge of your environment, to help you predict operational risk, improve operational performance, and accelerate technology transitions.

- **Value for key IT roles.** Ignite innovation with value across the IT landscape. With Business Critical Services tiers, IT teams gain access to the relevant expertise, analytics, insights, and automation they need to assess the health of their environment, architect the right strategy, engineer for changing business needs, maintain an always-on secure network, improve their security posture, and speed applications and services to market.

These core components are essential to ensuring the highest quality of service is delivered when, where, and how you need it—to achieve the outcomes you want.

Value for key IT roles

When thinking of IT transformational goals, efforts, and challenges, you must consider all your IT teams. We developed Cisco Business Critical Services to provide the most value for the specific IT roles within your organization: Architecture, Engineering, NetOps, SecOps, and DevOps.

Our services help you address risk more efficiently and accelerate high performance and transformation by providing guidance, continuous engagement, analytics, and insights that deliver value across your key IT teams.

- **Architecture** teams can de-risk, speed, and seamlessly execute a next-generation IT strategy to enable more successful transformations.

- **Engineering** teams can design and deploy for changing business needs to accelerate deployment of new solutions with reduced risk.

- **NetOps** teams can predict and resolve issues and increase performance to maintain a secure, always-on next-generation network with less downtime.

- **SecOps** teams can improve security posture to proactively protect and defend against cyber threats with a highly secure infrastructure.

- **DevOps** teams can speed deployment and automate testing of applications and services for faster time to market.
Business Critical Services

Available tiers
To speed time to value from your Cisco technology investments, we restructured and simplified the Business Critical Services portfolio into three tiers—Essentials, Advantage, and Premier—plus two additional Specialized Expertise services that are available with any tier. Both 12-month and multi-year subscription services are available for all tiers.

The graphic below provides a snapshot of our offerings, followed by more details about what you get with each tier of Business Critical Services.

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Expertise throughout the lifecycle powered by analytics, insights, and automation
Essentials
Essentials provides medium-size enterprises and commercial customers with access to expertise, analytics, automation, and best practices that help optimize performance and de-risk IT.

Your busy IT teams can optimize IT operational performance through continuous engagements with Cisco experts, leveraging deep analytics and predictive insights to instill best practices and help prevent future issues.
Operational Insights Review
Operational Insights Review provides data-driven expert recommendations based on your specific network analytics to prioritize decisions and sequenced actions within your Cisco environment. These reviews can optimize network performance, stability, and availability as well as identify areas of risk and validate that your network aligns with Cisco best practices and industry standards. The reviews also address software strategy, lifecycle management, upgrade planning, and triggers. Deliverables include a monthly meeting (up to 12 per year) to review selected Operational Insights Reports and guide you to act as needed based on the data. Available reviews and reports are detailed below.

Configuration Best Practice Report
Validate that your network aligns with configuration best-practices guidelines to help reduce configuration complexity and issues. Up to two reports are available per year.

Syslog Analysis Report
This service uses Cisco’s rules-based machine learning algorithms to analyze the operational and performance syslog data from your Cisco network elements. We identify potential risks and service impact and make recommendations for improving your network. Up to four reports are available per year.

Field Notice Report
Identify exposure and risk around your Cisco hardware inventory and get recommendations consistent with Cisco advisories aligned to your specific deployment. This helps you proactively identify and plan for remediation of known hardware risks to prevent unplanned network events. Up to two reports are available per year.

Hardware Lifecycle Milestone Report
Identify aging Cisco hardware to help proactively plan migration and budgetary strategies, as well as avoid the presence of unsupported hardware. Up to two reports are available per year.

Product Security Advisory Impact Assessment
Proactively identify network elements affected by a published security advisory and gain visibility into non-Cisco hardware installed in your environment. You also receive consultative guidance to determine an appropriate response. Up to two reports are available per year.

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 end-of-sale (EOS) or end-of-life (EOL). This process helps establish a flexible methodology for managing software to promote increased stability and availability. One report available per year.

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. Up to two reports are available per year, including recommendations to help you reduce risk and maintain service availability.

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 high- and low-risk clusters using Cisco’s advanced machine learning algorithms and data analysis. This can more comprehensively determine better risk mitigation activities. Up to four reports are available per year.

Technology Review Call
Meet with a Cisco expert to review and discuss pre-selected Operational Insights Reports. Up to 12 meetings are available per year.
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 up to four times per year, 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, remote consultation during change execution, and Change Implementation Review and Recommendation Reports.

Priority Case Management

This is a queue-based remote service that provides monitoring and escalation support for your Severity 1 and Severity 2 Cisco TAC cases and associated RMAs, during standard business hours. As part of the service, you gain access to a skilled operations manager, a single point of contact who is focused on case monitoring, coordination on reactive issues, and escalation to help rapidly repair your network. We actively monitor your open Severity 1 and 2 service requests, and collaborate with Cisco TAC engineers to analyze and expedite issue resolution. In addition to our case tracking and data analytics, you also get monthly reporting that provides operational insights you can use to help restore service operations quickly. Deliverables include one review per month, up to a total of 12 reviews per year.

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 one-to-many 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
Advantage includes all the capabilities of Essentials plus additional guidance designed to accelerate transformation and adoption for commercial, public sector, and cloud providers.

Through continuous engagements with Cisco experts and deep analytics that provide predictive, data-driven insights, IT teams can create the right architectural strategy and plans for design, implementation, adoption, and testing to achieve their technology goals.

Teams can also engage more often and in new ways with expert-led group workshops, 1:1 coaching sessions, and interactive engagements aligned to use cases throughout the technology lifecycle.
Operational Insights Review

Operational Insights Review provide data-driven expert recommendations based on your specific network analytics to prioritize decisions and sequenced actions within your Cisco environment. These reviews can optimize network performance, stability, and availability, identify areas of risk, and validate that your network aligns with Cisco best practices and industry standards. Reviews also address software strategy, lifecycle management, upgrade planning, and triggers. Deliverables include two monthly meetings (up to 24 per year) to review selected Operations Insights Reports and guide you to act as needed based on the data. Available reviews and reports are detailed below.

Configuration Best Practice Report
Validate that your network aligns with configuration best-practices guidelines to help reduce configuration complexity and issues. Up to four reports are available per year.

Syslog Analysis Report
This service uses Cisco’s rules-based machine learning algorithms to analyze the operational and performance syslog data from your Cisco network elements. We identify potential risks and service impact and make recommendations for improving your network. Up to four reports are available per year.

Field Notice Report
Identify exposure and risk around your Cisco hardware inventory and get recommendations consistent with Cisco advisories aligned to your specific deployment. This helps you proactively identify and plan for remediation of known hardware risks to prevent unplanned network events. Up to four reports are available per year.

Hardware Lifecycle Milestone Report
Identify aging Cisco hardware to help proactively plan migration and budgetary strategies, as well as avoid the presence of unsupported hardware. Up to four reports are available per year.

Product Security Advisory Impact Assessment
Proactively identify network elements affected by a published security advisory and gain visibility into non-Cisco hardware installed in your environment. You also receive consultative guidance to determine an appropriate response. Up to four reports are available per year.

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. This process helps establish a flexible methodology for managing software to promote increased stability and availability. One report is available per year.

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. Up to three reports are available per year, along with recommendations to help you reduce risk and maintain service availability.

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 high- and low-risk clusters using Cisco’s advanced machine learning algorithms and data analysis. This can more comprehensively determine better risk mitigation activities. Up to six reports are available per year.

Technology Review Call
Meet with a Cisco expert to review and discuss pre-selected Operational Insights Reports. Up to 24 meetings are available per year.
Expert Review Workshops

This service helps enhance your team’s technical knowledge and skills with high-touch, expert guidance. With Advantage, you get all the Expert Review Workshops of Essentials, plus five more covering strategy, architecture, design, resiliency, and audit. You receive up to four of the following Cisco Expert Review sessions per year.

**Configuration Review**
Our engineers help guide standardization decisions and feature configuration best practices to improve configuration templates and lower implementation execution risk. Also, with our help, you gain new software feature configuration and proven deployment methods to identify conformance trends of Cisco network devices that adhere to your policy configuration templates. You get a Configuration Review Report with our recommendations for one Cisco platform.

**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 an Architecture Review Report with our expert recommendations to assist with improved KPIs for innovation, time to market, competitive agility, and successful technology transitions.

**Test Review**
Get expert Cisco help to guide your success criteria for best-practices testing strategy, operational testing plans, and Method of Procedures. This can lower implementation execution risk and improve success KPIs for testing and implementation as well as repeatability and agility. You receive a Test Review Report that includes our recommendations for one Cisco platform.

**Implementation Review**
Draw from Cisco expert advice and guidance on your implementation plan for new software features and configuration changes to improve overall plans and lower execution risk. You get an Implementation Review Report that includes our recommendations for one Cisco platform.

**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. You receive a Design Review Report with Cisco recommendations to help reduce redesign impact and get faster time to market for new solutions.

**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 a Resiliency Review Report. This analysis can increase infrastructure and services availability and reduce operational risk.

**Audit Review**
Our experts review a targeted area of your IT environment to evaluate how network elements, technology, protocols, or solutions are performing. You get Cisco best practices and recommendations to help you optimize availability, performance, and security in an Audit Review Report.

**Strategy Review**
Validate your architecture concept or blueprint with our expert review of your input drivers and business and technical requirements. This can ensure you are aligned with your architecture strategy, vision, and desired outcomes. You get a Strategy Review Report with Cisco’s recommendations to help improve your target architectural model, boost KPIs, and enable successful transitions.

**Advantage Expert Review Workshops**
This service helps enhance your team’s technical knowledge and skills with high-touch, expert guidance. With Advantage, you get all the Expert Review Workshops of Essentials, plus five more covering strategy, architecture, design, resiliency, and audit. You receive up to four of the following Cisco Expert Review sessions per year.

**Configuration Review**
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Draw from Cisco expert advice and guidance on your implementation plan for new software features and configuration changes to improve overall plans and lower execution risk. You get an Implementation Review Report that includes our recommendations for one Cisco platform.

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Validate your architecture concept or blueprint with our expert review of your input drivers and business and technical requirements. This can ensure you are aligned with your architecture strategy, vision, and desired outcomes. You get a Strategy Review Report with Cisco’s recommendations to help improve your target architectural model, boost KPIs, and enable successful transitions.
Advantage

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 up to four times per year, 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, remote consultation during change execution, and Change Implementation Review and Recommendation Reports.

Priority Case Management
This is a queue-based remote service that provides monitoring and escalation support for your Severity 1 and Severity 2 Cisco TAC cases and associated RMAs, during standard business hours. As part of the service, you gain access to a skilled operations manager, a single point of contact who is focused on case monitoring, coordination on reactive issues, and escalation to help rapidly repair your network. We actively monitor your open Severity 1 and 2 service requests, and collaborate with Cisco TAC engineers to analyze and expedite issue resolution. In addition to our case tracking and data analytics, you also get monthly reporting that provides operational insights you can use to help restore service operations quickly. Deliverables include two reviews per month, up to a total of 24 reviews per year.

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 one-to-many sessions give you access to Cisco experts who share insights and recommend best practices to help you on-board, implement, use, adopt, and optimize Cisco solutions—assisting you to succeed wherever you are in your technology journey.

Expert Incident Review
We work with you to evaluate your Cisco TAC cases to identify root causes and recommend actions to improve network stability and performance. Each quarter (four times per year), you receive an Expert Incident Report that includes a review of trends, patterns, and remedies for Severity 1 and Severity 2 cases you opened with TAC. 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 Review and Recommendation Report per quarter, plus engagement with TAC and Cisco engineers on root cause analysis to mitigate recurring or systemic problems.

Accelerators
We guide and speed your successful technology adoption with Cisco Expert knowledge transfer to your IT teams via one-on-one remote technical sessions with Cisco experts. You can choose from an extensive library of topics to address your specific technology use cases and challenges. Deliverables include six technical sessions per year (remote or on-site) to address specific engineering challenges. Each session is up to seven hours in duration and is delivered within a two week period. Session categories include:

- **Onboard.** Get expert help to understand the features and deployment considerations of your Cisco solutions.
- **Implement.** Understand the best practices for strategies and deployment related to the Cisco solutions within your environment.
- **Use.** Gain analytics-driven guidance for effective use of the solution features deployed in your environment.
- **Engage.** Interact with industry-leading Cisco experts who help you use and scale Cisco tools and solutions by providing insights and guidance driven by leading analytics.
- **Adopt.** Take advantage of our expertise for adopting deployed features and planning to add features within your environment.
- **Optimize.** Enjoy Cisco advice and guidance that helps you optimize the performance of the deployed solution features.

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Premier
Premier empowers large enterprises, service providers, and public sector customers with the right amount of intelligence and guidance—when and where it is needed—to address your unique technology requirements and support large multi-domain solutions.

You gain the value of Essentials to optimize performance and de-risk IT, along with the accelerated adoption and transformation provided by Advantage—but with continuous, flexible Cisco expert engagements. By giving you flexible access to experts, analytics, insights, and automation powered by collaborative intelligence, at each step of your technology journey, Premier enables you to align resources with the changing priorities of large-scale, multi-domain Cisco solutions, so you can pivot quickly from one project to the next.

With Premier, your teams can proactively prepare for change as they work to make your IT infrastructure more resilient, adaptive, and transformative to support your business needs. All while gaining the expanded capabilities, valuable insights, and critical expertise you need to enable business resiliency and transformation in today’s fast-changing world.

As a result, you gain quick access to the insights you need to move at the speed of business with less risk and accelerated time to value. Through ongoing, unlimited engagements with Cisco and our Partner experts, powered by our proprietary analytics, insights, and automation, Premier helps you successfully transition to and optimize core Cisco architectures to drive transformation and innovation.
Operational Insights Review

Operational Insights Review provides data-driven expert recommendations based on your specific network analytics to help you prioritize decisions and sequenced actions within your Cisco environment. These reviews can optimize network performance, stability, and availability, identify areas of risk, and validate that your network aligns with Cisco best practices and industry standards. Reviews also address software strategy, lifecycle management, upgrade planning, and triggers. We conduct meetings with you (one at a time per architecture) to review selected Operations Insights Reports and guide you to act as needed based on the data. Available reviews and reports are detailed below.

Configuration Best Practice Report
Validate that your network aligns with configuration best-practices guidelines to help reduce configuration complexity and issues.

Syslog Analysis Report
This service uses Cisco’s rules-based machine learning algorithms to analyze the operational and performance syslog data from your Cisco Network elements. We identify potential risks and service impact and make recommendations for improving your network.

Field Notice Report
Identify exposure and risk around your Cisco hardware inventory and get recommendations consistent with Cisco advisories aligned to your specific deployment. This helps you proactively identify and plan for remediation of known hardware risks to prevent unplanned network events.

Hardware Lifecycle Milestone Report
Identify aging Cisco hardware to help proactively plan migration and budgetary strategies, as well as avoid the presence of unsupported hardware.

Product Security Advisory Impact Assessment
Proactively identify network elements affected by a published security advisory and gain visibility into non-Cisco hardware installed in your environment. You also receive consultative guidance to determine an appropriate response.

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. This process helps establish a flexible methodology for managing software to promote increased stability and availability.

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. This includes a report and recommendations to help you reduce risk and maintain service availability.

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 high and low-risk clusters using Cisco’s advanced machine learning algorithms and data analysis. This can more comprehensively determine better risk mitigation activities.

Technology Review Call
Meet with a Cisco expert to review and discuss pre-selected Operational Insights Reports.
Expert Review Workshops

This service helps enhance your team’s technical knowledge and skills by providing the flexibility to engage with Cisco experts when you need. You get as many workshops as you need (one at a time per architecture), so you always have Cisco’s guidance at hand. Details on available workshops are provided below.

**Configuration Review**
Our engineers help guide standardization decisions and feature configuration best practices to improve configuration templates and lower implementation execution risk. Also, with our help, you gain new software feature configuration and proven deployment methods to identify conformance trends of Cisco network devices that adhere to your policy configuration templates. You get a Configuration Review Report with our recommendations.

**Architecture Review**
Translate your business requirements into an architecture management vision, multi-generatation plan, and target an architecture model that aligns with your business and technology objectives. You get an Architecture Review Report with our expert recommendations to assist with improved KPIs for innovation, time to market, competitive agility, and successful technology transitions.

**Test Review**
Get expert Cisco help to guide your success criteria for best-practices testing strategy, operational testing plans, and Method of Procedures. This can lower implementation execution risk and improve success KPIs for testing and implementation, as well as repeatability and agility. You receive a Test Review Report that includes our recommendations.

**Implementation Review**
Draw from Cisco expert advice and guidance on your implementation plan for new software features and configuration changes to improve overall plans and lower execution risk. You get an Implementation Review Report that includes our 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. You receive a Design Review Report with Cisco recommendations to help reduce redesign impact and enable faster time to market for new solutions.

**Strategy Review**
Validate your architecture concept or blueprint with our expert review of your input drivers and business and technical requirements. This can ensure you are aligned with your architecture strategy, vision, and desired outcomes. You get a Strategy Review Report with Cisco’s recommendations to help improve target architectural model, boost KPIs, and enable successful transitions.

**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 a Resiliency Review Report. This analysis can increase infrastructure and services availability and reduce operational risk.

**Audit Review**
Our experts review a targeted area of your IT environment to evaluate how network elements, technology, protocols, or solutions are performing. You get an Audit Review Report with Cisco best practices and recommendations to help you optimize availability, performance, and security.
Premier

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. You gain unlimited access to expert guidance during change planning, remote consultation during change execution, and Change Implementation Review and Recommendation Reports.

Priority Case Management

This is a queue–based remote service that provides monitoring and escalation support for your Severity 1 and Severity 2 Cisco TAC cases and associated RMAs, during standard business hours. As part of the service, you gain access to a skilled operations manager, a single point of contact who is focused on case monitoring, coordination on reactive issues, and escalation to help rapidly repair your network. We actively monitor your open Severity 1 and 2 service requests and collaborate with Cisco TAC engineers to analyze and expedite issue resolution. In addition to our case tracking and data analytics, you also get regular reporting that provides operational insights you can use to help restore service operations quickly.

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 one–to–many 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.

Expert Incident Review

We work with you to evaluate your Cisco TAC cases to identify root causes and recommend actions to improve network stability and performance. As many times as you need per year, you receive an Expert Incident Report that includes a review of trends, patterns, and remedies for Severity 1 and Severity 2 cases you opened with TAC. 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 Review and Recommendation Report per quarter, plus engagement with TAC and Cisco engineers on root cause analysis to mitigate recurring or systemic problems.
Accelerators

Guide and speed your successful technology adoption with Cisco expert knowledge transfer to your IT teams via unlimited, one-on-one remote technical sessions with Cisco experts. You can choose from an extensive library of topics to address your specific technology use cases and challenges. You get access to technical sessions that address your specific engineering challenges, when you need them. Each session is up to seven hours in duration and is delivered within a two-week period. **Session categories include:**

- **Onboard.** Get expert help to understand the features and deployment considerations of your Cisco solutions.
- **Implement.** Understand the best practices for strategies and deployment related to the Cisco solutions within your environment.
- **Use.** Gain analytics-driven guidance for effective use of the solution features deployed in your environment.
- **Engage.** Interact with industry-leading Cisco experts who help you use and scale Cisco tools and solutions by providing insights and guidance driven by leading analytics.
- **Adopt.** Take advantage of our expertise for adopting deployed features and planning to add features within your environment.
- **Optimize.** Enjoy Cisco advice and guidance that helps you optimize the performance of the deployed solution features.

### CX BCS lifecycle pre-packed portfolio and engagements

<table>
<thead>
<tr>
<th>Operational Insights Review Sessions</th>
<th>Essentials</th>
<th>Advantage</th>
<th>Premier</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operational Insights</td>
<td>12x per year</td>
<td>24x per year</td>
<td>Flexible</td>
</tr>
<tr>
<td>Change Window Support</td>
<td>4x per year</td>
<td>4x per year</td>
<td>Flexible</td>
</tr>
<tr>
<td>Priority Case Management</td>
<td>12x per year</td>
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<td>Ask the Experts</td>
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<tr>
<td>Expert Review Workshops</td>
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<tr>
<td>Expert Incident Review</td>
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<tr>
<td>Accelerators</td>
<td>6x per year</td>
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**Expertise throughout the lifecycle powered by analytics, insights, and automation**
Specialized Expertise
Specialized Expertise gives organizations of every size the resources needed to create an adaptive workforce to fill skillset gaps with access to leading expertise powered by analytics, insights, and automation. Specialized Expertise is available for purchase with all three Business Critical Services tiers. Available on a 12-month, co-term basis and aligned with your selected Cisco tier package, it includes two offerings: Scrum Services and Expert-as-a-Service.

Services are backed by Cisco’s proven approach and a top talent pool with access to cutting-edge intellectual capital, tools, and best practices. These services can be delivered through a mix of remote and onsite work (where available) or delivered through the Cisco CX Centers for a fully virtual model.

Scrum Services
Easily adjust IT expertise to envision, transform, and optimize your Cisco solutions as your priorities change. You can tap into the right skillsets for Cisco solutions to support focused engagements addressing your top-priority projects or unexpected events throughout the technology lifecycle.

Our Scrum Services can be sized up front based on your projected requirements related to a primary and secondary architecture focus area. Within these parameters, consulting capabilities can be prioritized based on your business needs, making it easier for you to quickly pivot to your most strategic or urgent initiatives.

Consulting capabilities include but are not limited to:

- Planning and Architecture
- Design Engineering
- Implementation Planning
- Assessments and Analysis
- Testing
- Security and Threat Management
- Operations and Enablement
- Automation and DevOps
- Cloud Transformation
- Matrix Analytics
- Automated Fault Management
- Compliance and Remediation
- Continuous Automation and Integration Testing (CAIT)

Watch this video to understand how our Scrum Services provide expert talent and flexible support, powered by Cisco analytics, insights, and automation, to help you address skills gaps—and be ready to address whatever is next.

Expert-as-a-Service
Close talent gaps with the precise expertise you need to perform at peak levels. With Expert-as-a-Service, you can pinpoint the exact skillset and role you need to elevate collective team knowledge by matching the capabilities of our expert to your project and requirements. Choose the expert you need:

- Solution Architect to guide your architecture vision, strategy, and development
- Consulting Engineer to assist with engineering designs, implementation, and operations
- Project Manager for larger projects that require end-to-end delivery management and team coordination, including project plans, schedules, and resource utilization
- Outcome Acceleration Manager to guide you throughout the lifecycle for Cisco products, from onboarding to optimization

Our experts work with you, elevating your team’s knowledge base, plugging gaps in experience, and collaborating to help you anticipate, avoid, or resolve issues before they become challenges. You can also right-size with incremental resources (25%, 50%, 75%, 100%) to align with the complexity, scope, and duration of your specific use case. You gain the benefits and confidence of having Cisco expertise on your team.
Covered architectures
Covered architectures

Selecting an architecture package

How do you choose the right Business Critical Services tier for your specific Core Networking, Data Center, Security, Collaboration, and SP Mobility architecture needs to ensure that you are covered? Our services allow for flexible delivery across architectures, so that you get the architecture-specific support you need, when you need it. Available options are detailed below.

**Multi-architecture packages**

Choose a single tier that utilizes the pre-packaged capabilities across multiple architectures. With one multi-architecture package, you gain coverage for two-four architectures, and can split your engagements across the selected architectures. For example, you could choose one Essentials package for Core Networking and Collaboration, and apply the number of engagements where needed across those two architectures.

**Multiple, single architecture packages**

Select an individual tier for each architecture and get the entire number of available packaged capabilities for the chosen architectures. With a separate package for each architecture, you gain deep coverage and full engagement for each architecture purchased. For example, you could choose two Essentials packages, one for Core Networking and one for Security, as well as one Advantage package for Data Center, and apply the full number of engagements available to each of the selected architectures.

**Flexible, multi-architecture packages**

Get expanded, flexible coverage for four Cisco architectures in your multi-domain environment. With one comprehensive, cross-domain Premier package, you gain non-stop engagements for all four Cisco architectures: Core Networking, Security, Data Center, Collaboration, and SP Mobility. For example, when you choose the Premier package, you get continuous engagements with Cisco experts for all your architecture needs.

See the image below for an example of how you may choose the coverage you need.

<table>
<thead>
<tr>
<th>When you want...</th>
<th>Choose tier(s)</th>
<th>Choose architectures</th>
</tr>
</thead>
<tbody>
<tr>
<td>Multi-architecture packages</td>
<td>Essentials x1</td>
<td>Core Networking Security Data Center Collaboration SP Mobility</td>
</tr>
<tr>
<td>Multiple, single architecture packages</td>
<td>Essentials x2, Advantage x1</td>
<td>Core Networking Security Data Center Collaboration SP Mobility</td>
</tr>
<tr>
<td>Flexible, multi-architecture packages</td>
<td>Premier x1</td>
<td>Core Networking Security Data Center Collaboration SP Mobility</td>
</tr>
</tbody>
</table>
Cisco architectures and technologies
Multi-architecture support is available for Core Networking, Data Center, Security, Collaboration, and SP Mobility for both Essentials and Advantage tiers. Premier provides cross-architecture support for Core Networking, Data Center, Security, and Collaboration. **Note:** For exclusions, please refer to the Cisco Business Critical Services Service Description.

### Core Networking

- **Routing and switching:** Aligned services support all Cisco products and technologies that forward and/or process routed IP and switched Ethernet traffic, hardware, virtual infrastructure appliances, software-defined access switches, and controllers.

- **Wireless networking:** 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 include Cisco Application Policy Infrastructure Controller Enterprise Module (APIC-EM), Cisco Digital Network Architecture Center (Cisco 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 (EPN) Manager, Cisco WAN Automation Engine (WAE), and other Cisco OSS and network management software.

- **Next-generation cable access:** 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 Registrar (CNR).

### Data Center and Cloud

- **Computing systems:** Aligned services support all Cisco data center compute products; Cisco HyperFlex™ infrastructure platforms, software, and technologies, such as servers; and management software and connectivity.

- **Optical networking:** Aligned services support all Cisco optical products and technologies, including DWDM, IPoDWDM, Optical Transport Network (OTN), packet optical, circuit emulation, SONET, and SDH.

- **Data center switching:** Aligned services support all Cisco data center switching products and technologies that forward or process and/or forward IP, switched Ethernet, storage traffic, and the Cisco Application Control Engine.

- **Storage Area Networking (SAN):** Aligned services support all Cisco data center SAN products and technologies that forward or process and/or forward IP, switched Ethernet, and storage traffic.

- **Cisco Application Centric Infrastructure (Cisco ACI®):** 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 (UCS-D), Cisco Prime Data, Cisco Prime Service Catalog (PSC), Cisco Process Orchestrator (CPO), Cisco UCS Performance Manager (UCSPM), Cisco UCS Manager (UCSM), Cisco UCS Central (UCSC), and Cisco CloudCenter® (CCC).

### Security

- **Network Security:** Aligned services cover all Cisco Security products and solutions, including Cisco Secure Firewall, next-generation Intrusion Prevention Systems (IPS), customer networks, and third-party networking technologies.

- **Cloud Security:** Aligned services include Cisco Umbrella® and Cloudlock®.

- **Security Policy and Access:** Aligned services cover Cisco policy and access products, including Identity Services Engine (ISE) and AnyConnect® VPN.

- **Advanced Threat:** Aligned services include advanced threat products and solutions such as Cisco Secure Endpoint, Cisco Secure Network, and Cognitive Threat Analytics.

- **Secure Workload:** Aligned services support Cisco Secure Workload (formerly 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:** 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.

SP Mobility

- **Cisco Packet Core:** Aligned services support Cisco 3G, 4G, and 5G products limited to Star OS (MME, PGW, SGW, ePDG, SGSN, GGSN) in ASR 5500 and Star OS VNFs (MME, PGW, SGW, ePDG, SGSN, GGSN, CUPS) in NFVI-based virtual packet core solution.

- **Mobility Policy and Access:** Aligned services support Cisco Policy Suite (PCRF).

- **ASR 5500:** Aligned services support Star OS (MME, PGW, SGW, ePDG, SGSN & GGSN).
Next steps

Want to learn more about how the analytics, insights, and automation delivered by Cisco Business Critical Services experts and our Partners can help you create resilient, adaptive, and transformative IT?

Speak with your local Cisco account representative or authorized Cisco Partner today to get the conversation started and find out how you can benefit from Cisco Business Critical Services to help you drive agility, growth, and innovation. Or visit http://cisco.com/go/bcs.