Get the information you need to scale outcomes faster

New technologies can drive innovation and growth. Yet managing disparate infrastructures and solutions can create complexities that slow down your productivity. All the while, in an ever-changing environment, the need to maintain application availability and network resiliency, while deriving value more quickly from your IT investments, is more important than ever.

Our Cisco® CX Success Tracks are designed to help you simplify and accelerate the adoption of your Cisco solutions to ensure you derive the maximum benefit from your technology investments. We know that every business has unique IT service and engagement requirements. To help your company along the journey – from deployment and adoption to your next transition – we offer different levels of service to help you achieve results.

Success Tracks are comprised of four levels of service and suite of capabilities - Expert Resources, Trusted Support, Insights and Analytics, and Contextual Learning. You choose the service level depending on what works best for your needs, and accessed through a single pane of glass, CX Cloud.

Benefits

- Accelerators 1-1 coaching sessions
- Multivendor, multiproduct support
- Analytics-driven proactive insights
- Virtual hands-on labs and certification prep
Scale Outcomes Faster

**Expert Resources**
Expert guidance, best practices, and proven methodologies focused on industry wide solutions to guide you through every step of your lifecycle journey, including Level 1 features.

- **Accelerators** are 1:1 coaching sessions to facilitate onboarding, adoption, and usage of complex solutions through custom interactions. Your team will work directly with a certified Cisco Specialist to discuss your objectives, solve a problem, or get expert recommendations for your product journey.

**Trusted Support**
In addition to product level support, you get centralized issues management across your multi-vendor, multiproduct solutions to quickly solve complex problems. Cisco experts work with you to address software issues that may arise to help keep your systems running smoothly. You get 24-hour daily access to the Cisco Technical Assistance Center (TAC) with a 30-minute response time for critical issues.
Insights and Analytics
Enhance your visibility into your IT environment to deliver analytics and automation-driven insights that help you implement operational improvements and avoid the risk of downtime, including Level 1 features.

- **Automated fault management** provides near real time monitoring of events and patterns of the technology environment for faults or risks and automatically opens a case where required.
- **Case management Key Performance Indicators** monitor key support case operational performance measures.
- **Proactive notifications** actively monitors your technology environment to identify exposures to known issues and prevents outages and service disruptions through resolution guidance.
- **Optimal software versions** automatically identify Cisco products running non-optimal software versions and recommends the best versions of software.
- **Regulatory compliance checks** monitor Cisco platforms to identify Cisco product configurations that are out of compliance with common industry standards.
- **Risk mitigation checks** are the result of Cisco advanced machine learning algorithms and data analysis that help proactively identify and remediate Cisco products at risk.

Contextual Learning
Expand a workforce’s skill set and capacity to achieve business outcomes faster and more efficiently, including level 1 features.

- **Remote practice labs** provide online access to Cisco Learning Labs and lab guides.
- **Certification preparation** includes on-demand courses and practice exams for Cisco certifications.

Why Cisco Services
At Cisco, our people are the difference. Working together, we can help you benefit from our expertise, learning, and insights at the right time. Success Tracks Level 2 can help you scale to outcomes faster. We guide you to achieve business outcomes using Cisco solutions at every step of lifecycle the lifecycle journey.

Next steps
For more information about Success Tracks Level 2, contact your Cisco sales representative or Cisco partner representative.