

Cisco Business Critical Services for Security

Sustainable security in a constantly evolving environment

Your organization must be both nimble and secure. It must adapt to new technology and comply with regulations. And as network perimeters dissolve, security concerns change, and a range of questions arise. How do you determine the security risk of moving to the cloud? As more devices access your network, how do you maintain an adequate and effective security policy? How can you make network changes without compromising reliability or security? And how can you handle these changes with strained IT resources?

Cisco® Business Critical Services give you access to trusted experts powered by our proprietary analytics, insights, and automation to create a secure technology infrastructure.

Our model empowers your key IT roles with the guidance and information they need to re-architect for evolving needs. Drive your security initiatives with ongoing consulting, data-driven reviews, operational insights, and high-touch expert guidance on topics such as:

- Holistic approach for a security strategy
- Zero trust approach to security
- Securing applications infrastructure and organization
- Threat mitigation approach to security
- Integration of your automation and orchestration workflows with SecureX™

Benefits

- Gain immediate access to skilled incident responders who have years of experience
- Improve security by identifying vulnerabilities in your networking infrastructure and devices
- Evolve your network security as you add new applications and technologies, while still complying with policies and regulations
- See maximum return from your security investment
- Get expert help to segment your network to keep confidential data safe

Maintain a highly secure infrastructure

As part of a Business Critical Services security engagement, our team works with you to develop an end-to-end view of your security architecture. Together, we determine the best approaches for things like improving your system design, addressing vulnerabilities, and reducing performance issues. We'll also help you support new business requirements and implement new technologies more securely.

Services cover:

- 1. Strategy and planning:** We recommend risk management strategy and security policies, including those for the cloud and mobile. You can protect your resources while providing customers, vendors, and employees with highly secure access from anywhere using any device.
- 2. Periodic assessments:** We conduct assessments of your network devices, security compliance, and security risk to analyze gaps. Then we provide expert recommendations on how to address these security gaps.
- 3. Design support:** We assist you with security design, providing reviews and design development support for changes or improvements to your existing design.
- 4. Optimization support:** Our experts deliver ongoing advice as you develop and validate your security plans, such as those related to architecture, software, and adoption.
- 5. Knowledge transfer:** Enjoy the consulting support of a dedicated advisor. We provide informal sessions to build your IT staff's security knowledge, teaching them the latest tactics in cyber warfare and showing them how to reduce risks and remediate attacks.

Cisco Security experts deliver guidance to improve your overall security program and strategy, helping to optimize your security implementation. We provide strategic support in the following areas:

Strategy, Architecture, and Design Reviews

We validate architecture concepts and make best practice recommendations for blueprint enhancements. Then we evaluate proposed design, deployment model, and capacity and growth fulfillment, and align technical requirements with proposed outcomes.

Automation and Orchestration

We help you leverage automation to gain unprecedented visibility and control for threat protection and mitigation. With our expertise, you can automate workflows to enhance visibility and centralize the management of your Cisco Security products.

Security Operations Center

We provide a broad range of services around Security Operations Center (SOC) that includes SOC assessment, SOC architecture evolution, and SOC operation support strategy.

Breach Resiliency

We identify the vulnerabilities on your internal and external networks that have a clear impact on your business. And we deliver actionable, expert guidance for remediation.









Security Governance and Threat Mitigation

Our security and threat mitigation experts provide consulting support and deep expertise for the following project types:

- Threat mitigation
- Risk mitigation
- Cadenced security posture reports with actionable insights

What's in the tiers

Business Critical Services lifecycle portfolio plus engagements

	Essentials	Advantage	Premier
 Operational Insights Review	12 sessions per year and 20 reports annually	24 sessions per year and 30 reports annually	Flexible
 Ask the Experts	No limit	No limit	Flexible
 Accelerators	Not applicable	6x per year	Flexible
 Expert Engagements	6 engagements annually from list below	12 engagements annually from list below	Flexible
 Change Window Support	Flexible*	Flexible*	Flexible*
 Priority Case Management	Flexible	Flexible	Flexible
 Expert Review Workshops	Not applicable	Up to 5x per year*	Flexible
 Expert Incident Review	Not applicable	Up to 1x per quarter	Up to 1x per quarter

Expertise throughout the lifecycle powered by analytics, insights, and automation

*Consumed one at a time

Available tiers

Offered as 12-month or multi-year subscriptions covering the full IT lifecycle, Business Critical Services are available in three prepackaged tiers of service—Essentials, Advantage, and Premier—plus Specialized Expertise offerings, including Scrum Services and Expert-as-a-Service to help you create an adaptive workforce to address your changing priorities.

Essentials

Essentials provides access to analytics, insights, and automation to help optimize performance and de-risk IT. With 12 Operational Insights Review sessions per year, and six Expert Engagements annually, Cisco uses deep analytics to provide predictive, data-driven insights your IT team can leverage to build a resilient and stable environment.

This tier includes:

Operational Insights Review: Reduce risk and meet compliance requirements by identifying and proactively mitigating issues with your collaboration infrastructure

Ask the Experts: Grow your team's skills with unlimited access to a catalog of webinar sessions to help you onboard, implement, use, adopt, and optimize Cisco solutions

Expert Engagements

Change Window Support: Implement changes with more confidence with real-time, remote guidance from our experts before and during scheduled change windows

Priority Case Management: Expedite issue resolution through proactive monitoring and escalation support for your Severity 1 and 2 Cisco TAC cases

Advantage

Advantage accelerates transformation and adoption through access to Cisco analytics, insights, and automation. With access to 24 Operational Insights Review sessions per year, and 12 Expert Engagements annually, your IT teams can create the right architectural strategy and plan and engineering design, as well as conduct effective implementation and testing to achieve your technology goals.

This tier includes all the services of Essentials, plus the following:

Expert Engagements

- **Accelerators:** Engage in remote coaching sessions to gain expert recommendations to increase in-house knowledge and promote alignment of collaboration with your targeted business outcomes
- **Expert Review Workshops:** Leverage a variety of reviews, including Audit, Design, Resiliency, and Testing, which can all help integrate Cisco best practices for performance, availability, and growth
- **Expert Incident Review:** Improve stability and performance of your collaboration solution with reviews of trends, patterns, and remedies for high-priority cases opened with Cisco TAC

Premier

Premier offers all the capabilities of Advantage but with expanded capabilities to continuously deliver the collaboration insights and expert guidance you need. You get flexible access to experts where you need them to address your unique technology requirements and allow you to align resources with the changing priorities of company-wide collaboration solutions.

With Premier, you can proactively prepare for change as you work to make your IT infrastructure more resilient, adaptive, and transformative to support your unique business requirements.

Specialized Expertise

Specialized Expertise gives organizations of every size the resources needed to create an adaptive workforce to fill skillset gaps. Services are backed by Cisco's proven approach and a top talent pool with access to cutting-edge intellectual capital, tools, and best practices. You gain access to leading expertise, powered by Cisco analytics, insights, and automation, to help you drive network innovation, speed technology transitions, and solve complex problems.

Scrum Services: Proactively address your top enterprise networking initiatives throughout the lifecycle with flexible IT engagements that allow you to easily adjust skillsets to match your evolving needs. Our Scrum Services can be sized up front to support focused networking solution engagements or help you handle unexpected events as needed, such as sudden changes in network requirements. This structure allows you to set up prioritized skillsets based on your specific needs and enables you quickly pivot to the most strategic or urgent projects.

Expert-as-a-Service: Address talent gaps with the precise expertise you need to perform at peak levels. You can right-size and align resources with the complexity, scope, and duration of your specific use case. Match the capabilities of our expert to your project and required capabilities by choosing a solution architect for domain knowledge and architectural design and support, a consulting engineer for hands-on confirmation of your Cisco network technologies, or a project manager for large strategic network projects requiring end-to-end delivery management



Expertise throughout the lifecycle powered by analytics, insights, and automation

Why Cisco?

When you find the right balance between availability and performance, you can have more strategic business conversations with IT at the helm. With direct access to the people, processes, and tools needed to compete in a rapidly changing world, you can focus on finding ways to fuel innovations in business and technology.

By collaborating with Cisco, you can proactively mitigate risk and focus on the needs of your business. We can help you balance the time and resources to improve performance and availability, so you can keep pace with your growing business while reducing IT costs.

No matter where you are in your transformation journey, Business Critical Services offer three prepackaged tiers of service that align your business goals and operations with your vision for security.

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Next steps

Where are you in this journey? Connect with your Cisco Services representative or Cisco partner to start the conversation, and learn more.

How to buy

To view buying options and speak with a Cisco sales representative, visit cisco.com/go/bcs.