

Cisco Business Critical Services for Service Providers

The non-stop change is increasing in pace, creating a complex mix of challenges that are reshaping IT priorities

Service Providers are constantly challenged to correctly configure increasingly complex network/data center infrastructure, manage the rising concerns and potential vulnerabilities around data breaches, cope with increasingly stringent regulatory requirements, and maintain network availability to limit potential business impact from any network downtime.

Developing and maintaining the technical expertise in-house to keep up with the fast-changing technical terrain is just one of the pain points for Service Providers. Examples of the impacts that widening skills gaps create include:

- **Shift from hardware-centric environment to software-driven enterprise**
Rapid shift to software-based / virtualized solutions (VNF) demand a skillset that Service Providers are still acquiring; the recruitment cycles to find the right skills can be very long.
- **End-of-life transformation – how to best exit old and enable new technologies**
With the fast-changing technical terrain, upgrading of legacy systems is time-consuming, complex, and costly for Service Providers to manage internally on their own.
- **Strategic planning, assessments, and validation**
To fast-track innovation, strategic planning, assessment, and validation services such as transformation roadmaps and testing new versions of hardware/ software are gaining more value.
- **Building the outside-in picture**
Most Services Providers feel they lack vendor support to stay up-to-date with competitive insights and best practices around configuration, architecture, design, etc.

Given these challenges, a paradigm shift is needed. Your IT must be resilient, adaptive, and transformative to address the unprecedented changes and evolving business priorities in today's market. That's why it's important to proactively optimize and transform your IT to maintain availability, security, and performance while at the same time driving innovation and growth.

Are you ready?



Service Providers are struggling with the widening skills gaps needed to keep up with today's fast changing technical terrain and massive device growth.

Research shows:

- By 2023, 66% of the global population will have Internet access, up 51% from 2018¹
- 70–75% of data center failures are caused by human error²
- By 2023, M2M will reach 14.7B global connections, up 33% from 2018¹
- \$5 spent in OpEx requires \$1 in CapEx just to keep things running³

Routed Optical Network use cases to drive outcomes, faster

Use Case	Summary/Description	Key outcomes	What's included
Routed Optical Network: Architecture Transformation Advisory Services	Expert advisory services to simplify, plan, accelerate and de-risk the transition to Routed Optical Network (RON)	<ul style="list-style-type: none"> • Simplify the transition from legacy disparate optical and IP networks to the new converged RON • Support services to enhance Customer experience with optics adoption, lifecycle services, and exposure to automation • Accelerate network transformation with the right expertise • Consistent and continuous network transformation advisory with solution focused opinions enabling customer business outcomes and mitigating risk • Identify bandwidth gaps and technology improvement areas and get actionable guidance to help optimize your network maintenance spend 	<ul style="list-style-type: none"> • Business discovery workshop • Readiness assessment of the deployment • Migration strategy to RON architecture • CX experts advise on optics adoption for RON • Ongoing reviews and recommendations • Service baselining and resiliency assessments
RON: Planning Service	Expert planning services to model different unified IP and optical network architectures and simplify the transition to the new converged RON paradigm	<ul style="list-style-type: none"> • Simplify the transition from legacy disparate optical and IP networks to the new converged RON • Provides a project-based planning workflow with build, design, analyze, and reporting • Architecture comparison between three models: hop by hop, hollow core, and optimized bypass • Custom and simultaneous k-failure analysis and capacity planning analysis • BOQ recommendation and cost reporting • Multi-layer 3D Topology view for optical and IP Overlay • Custom dashboards and report generation 	<ul style="list-style-type: none"> • Strategy and analysis • Business and requirements discovery workshops • Ongoing customer consultation, reviews, feedback and recommendations • Assessment • Analyze collected data and produce reports of the optical and IP Network Assessment • Readiness review and assessment of the deployment strategy
RON: Solution Validation Service	Expert validation services to reduce risks, accelerate adoption, and ensure deployment and operational success by relying on Cisco® expertise, knowledge, resources, and facilities	<ul style="list-style-type: none"> • Quicker adoption of RON technology as changes can be verified before deployment into production network • Fewer design configuration, migration, and integration errors; increased risk mitigation; faster time to market; and reduced network outages 	<ul style="list-style-type: none"> • Business discovery workshop • Readiness assessment of the deployment • Planning, architecture review, and continuous optimization platform • Periodic end-user reporting • Knowledge transfer • Ongoing reviews and recommendations • Service baselining and resiliency assessments • Proactive and on-demand incident support for critical sites on alert notification

“We look for technical expertise support from Cisco when we opt for BCS-like services e.g., in SD-WAN implementation, we brought Cisco engineers to train and help us with the process.”

Senior IT Director – Global SP

“These types of proactive assessments can help us reduce disruptions, which will eventually have a positive impact on customers and delivers everything that business requested.”

Principal Manager, Network Operations,
Infrastructure & Connectivity – Global SP

The core value association of such support services varies by team – for IT team, de-risking operations and reducing cost is most important, while for business users, growth is more important.”

Senior Manager, Network Operations – Global SP

Next Steps

Want to learn more about how the insights driven by analytics and automation and delivered by Cisco and our partner experts can help you create a resilient, adaptive, and transformative IT to achieve up to 262% ROI over five years?⁴

Visit cisco.com/go/bcs or contact your local Cisco representative or Cisco partner today. Let's take a new path forward, together, with Cisco Business Critical Services.

Cisco® Business Critical Services give you access to trusted experts powered by our proprietary analytics, insights, and automation to help organizations create resilient, highly adaptive, and transformative IT.

Our services provide guidance throughout the technology lifecycle, continuous engagement with Cisco experts, and value across the IT landscape. So, you can confidently build resiliency and adaptability with transformative IT that drives agility, growth, and innovation. At every step of the lifecycle journey.

- **Operational Insights Review** for Cisco expert insights into your network operations to reduce risk and improve performance
- **Change Window Support** for Cisco expert recommendations prior to the scheduled change window plus real-time guidance during scheduled network changes
- **Priority Case Management** for a single point-of-contact to deliver monitoring and escalation support related to your most severe cases to help rapidly repair your network
- **Ask the Experts** for full access to a catalog of webinar sessions on onboarding, implementing, using, adopting, and optimizing Cisco solutions
- **Expert Review Workshops** for guidance in areas including configuration, testing, implementation, strategy, architecture, design, resiliency, and network audit
- **Expert Incident Review** for Cisco review of past incidents to identify trends and patterns and help prevent and minimize repeat problems
- **Accelerators** for unlimited access to technical interactive webinars with Cisco experts who share analytics-driven guidance and insights and recommend best practices

Benefits

Resiliency: Optimize performance and de-risk IT to increase capacity and availability. Research shows that three out of four IT organizations with real-time visibility into critical assets, processes, and automation are more confident about managing emerging risks and cyber resilience.⁴

Adaptability: Engineer an agile workforce with the right technical expertise to address your changing priorities. Adaptive organizations have the right talent and skillsets to execute for competitive advantage, even during uncertain times, for 3x faster revenue growth than the competition.⁵

Transformation: Empower your IT roles with access to expertise, analytics, and automation to help them react quickly change, innovate, and grow. With innovation at their core, transformative IT organizations can deliver 4x the growth of their peers.⁵

Offered as 12-month or multi-year subscriptions covering the full IT lifecycle, these services are available in three prepackaged tiers—Essentials, Advantage, and Premier—plus Specialized Expertise including Scrum Services and Expert-as-a-Service to empower your IT teams and meet your unique business needs.

1. Cisco Annual Internet Report, 2018-2023

2. Uptime Institute Global Data Center Survey, 2021

3. Mobile Service Providers Guide to 5G Business Opportunities, 2019

4. DC Value Study, 2017

5. Cisco Internal Analysis, 2018