

Success Tracks

Level 1 and Level 2

Frequently Asked Questions

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Success Tracks Overview

Below are some frequently asked questions the program team has received during conversations with stakeholders that relate to Cisco® Success Tracks. Don't see a question you have? Need to have an answer more fully explained? Ask us via email: ask_sucsesstrack@cisco.com.

Q. What are Success Tracks?

- A. Success Tracks is all-in-one packaged services designed to help IT quickly adopt and realize full value of your Cisco technologies.

Success Tracks currently has two levels of experience, with more coming soon, and is comprised of four capabilities: Expert Resources, Trusted Support, Insights and Analytics, and Contextual Learning. These graduated service levels and capabilities build upon each other as they increase. It includes self-help resources to show you (Level 1), guide you (Level 2), and team together with you (Level 3, coming soon) to deliver the right level of support.

You gain access to Success Tracks capabilities through CX Cloud, our new unified digital experience. You can engage and consume services to the extent you need them—all in one place. Success Tracks digitally connects you to the right expertise, insights, learning, and support at the right time with a guided lifecycle journey to accelerate success at every step.

Q. What pain points does Success Tracks help address?

- A. Constantly evolving technologies and ability to keep pace with changing business priorities have made IT vastly more complex and impacts organizations by:
- Delayed time to value (new products, services, business growth, transformation)
 - Increased sophistication of security threats and risk to the business
 - Demands of your business are outpacing your IT resources and expertise

When you're onboarding new solutions, you want to go from technology purchase to realizing business impact as fast as possible. Our new suite of services capabilities can help you to better plan and budget upfront, benefit from a fully guided journey along a proven adoption path, access meaningful resources linked to specific architecture use cases, and meet your project timelines and goals faster.

Q. What is the best fit for my organization?

- A. Success Tracks deliver a suite of capabilities with increasing service levels and value as you move from Embedded Service (Knowledge sharing, tech tips, product telemetry, and phone support) to Level 1 and Level 2. Each level includes features of the previous levels and builds on them.

Figure 1 provides basic guidance on the best fit for Success Tracks levels based on desired outcome and features capability.

Figure 1. Success Tracks Levels

<p>Improve operational efficiency and reduce risk Expert-led best practices sessions, digital learning resources, 360-degree device visibility, proactive security insights, and world-class solution support.</p>	<p>Level 1</p>
<p>Speed technology outcomes and value One-on-one expert guidance and Specialized Expertise*, centralized solution support, proactive insights and predictive insights, and applied learning.</p> <p><small>*Specialized Expertise can be purchased as an add-on separately.</small></p>	<p>Level 2 (Includes Level 1)</p>

Q. What is the suite of capabilities in Success Tracks?

- A. The suite capabilities are comprised of four pillars, or primary focus areas, to ensure ongoing success: Expert Resources, Trusted Support, Insights and Analytics, and Contextual Learning.
- **Expert Resources** provide expert guidance, best practices, and proven methodologies for a successful path to adoption.
 - **Trusted Support** provides prescriptive support to detect, prevent, and solve hardware, software, and multi-vendor, multi-product issues quickly.
 - **Insights and Analytics** offers telemetry and intelligence with analytics that provide proactive and predictive insights and guided recommendations. This helps you solve problems faster and optimize operations—from security alerts to minimize risk and potential issues to automating case openings when faults are detected for faster mean time to resolution.
 - **Contextual Learning** is digital learning content, tailored instructor-led training, certification prep and virtual practice labs, designed to expand a workforce’s skillset and capacity to achieve business outcomes faster and more efficiently.

Q. Are any of the capabilities from our current service offers included in Success Tracks?

- A. All major capabilities of our current service offers are represented in our Success Tracks. This includes Solution Support, Business Critical Services proactive and predictive insights, and learning resources at your fingertips, along with new features to help you onboard, adopt, and implement new technologies.

Q. What is the key message about Success Tracks that I need to know?

- A. Success Tracks removes adoption barriers and accelerates your path to success with a guided lifecycle journey with CX Cloud to realize business value faster.

Q. Will Solution Support or Business Critical Services go away with the Success Tracks?

A. There are no current plans to end Solution Support or Business Critical Services. Success Tracks are a new/additional set of offers that has incorporated capabilities from Solution Support and Business Critical Services.

Why should I invest in Success Tracks?

Q. What is the value in engaging with Success Tracks?

A. We are committed to helping you achieve the business results you want faster, with less risk and greater efficiency, so you capture more value across your lifecycle. Our Success Tracks can help you:

- Gain efficiencies that lower overall costs
- Enable transformation quickly, reducing implementation costs
- Create a simple, secure, and efficient environment
- Optimize talent, improve operational processes, and enhance performance.

Q. What is the return on investment (ROI) with Success Tracks?

A. A Total Economic Impact (TEI) study by Forrester Consulting quantifying potential return on investment (ROI) that organizations may realize by leveraging Cisco Success Tracks found significant ROI, reduced adoption time, and reduced security risk. The study identified a projected 50%+ increase in ROI, a projected benefits with early adopters, coming from reduced time spent on upgrade management, product adoption as a result of digital learning resources, and reduced time spent on service coverage management.

Cisco CX Cloud

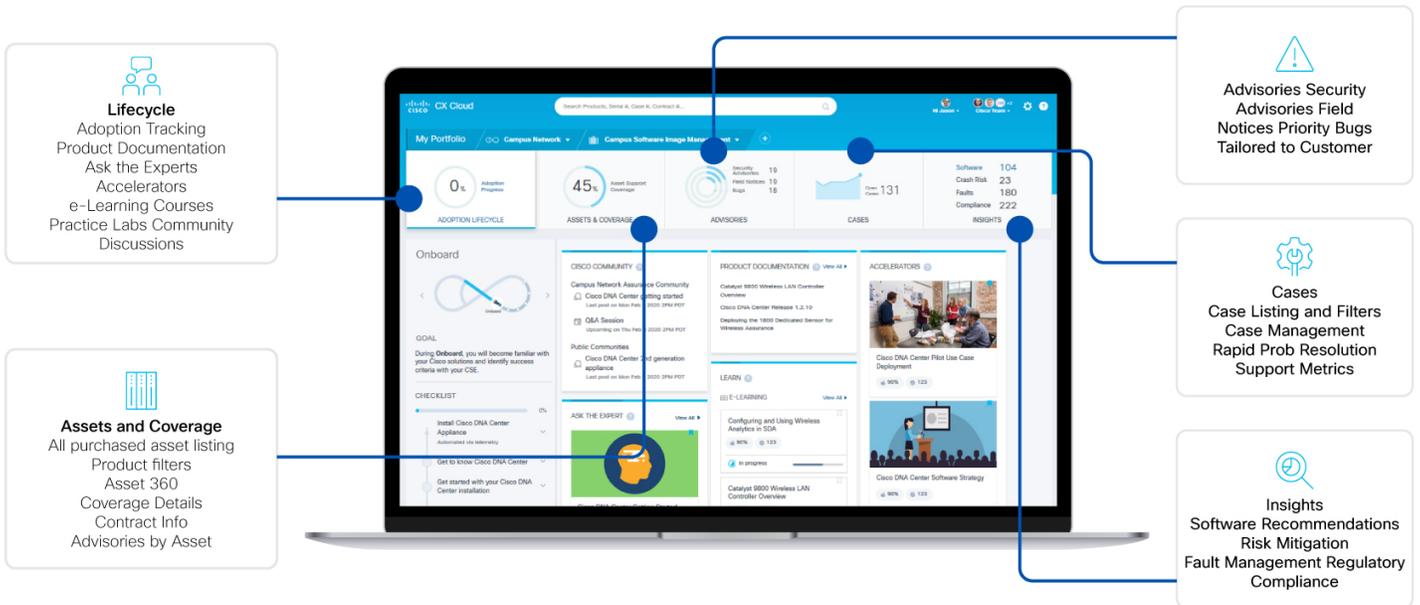
Q. How do I access Success Tracks?

A. The new Cisco CX Cloud (Figure 2) is the digital interface to Success Tracks. You access and manage your Cisco technology-based infrastructure and Success Tracks capabilities through the CX Cloud with a one-stop, unified digital experience. The CX Cloud provides you with streamlined, personalized access to Cisco experts and customized content that can help you simplify solution adoption, resolve issues faster, and optimize your IT environment.

Q. How is CX Cloud different from other Cisco technologies like Cisco DNA Center, Intersight, and APIC?

A. Our products like Cisco DNA Center, Cisco Intersight™, and Cisco Application Policy Infrastructure Controller (Cisco APIC) are IT operational products. They are controller products. They are managing our equipment for those solutions – defining policy, doing configurations, providing assurance and analytics. CX Cloud is not an operational tool. It is complementary to our existing products. It provides an overlay of insights and capabilities to allow you to get to value faster. It's all about lifecycle success, faster adoption. Getting greater value from your technologies in a single view.

Figure 2. CX Cloud: Everything at your fingertips.



Success Tracks Offers

Q. What are the solution offers available for Success Tracks?

A. The architecture solutions available for Success Tracks include Campus Network (DNA Center required), Cloud Network (APIC required), Data Center Compute (Intersight required), and Integrated Secure Operations. Figure 3 shows the key features and benefits of Success Tracks by levels.

Figure 3.

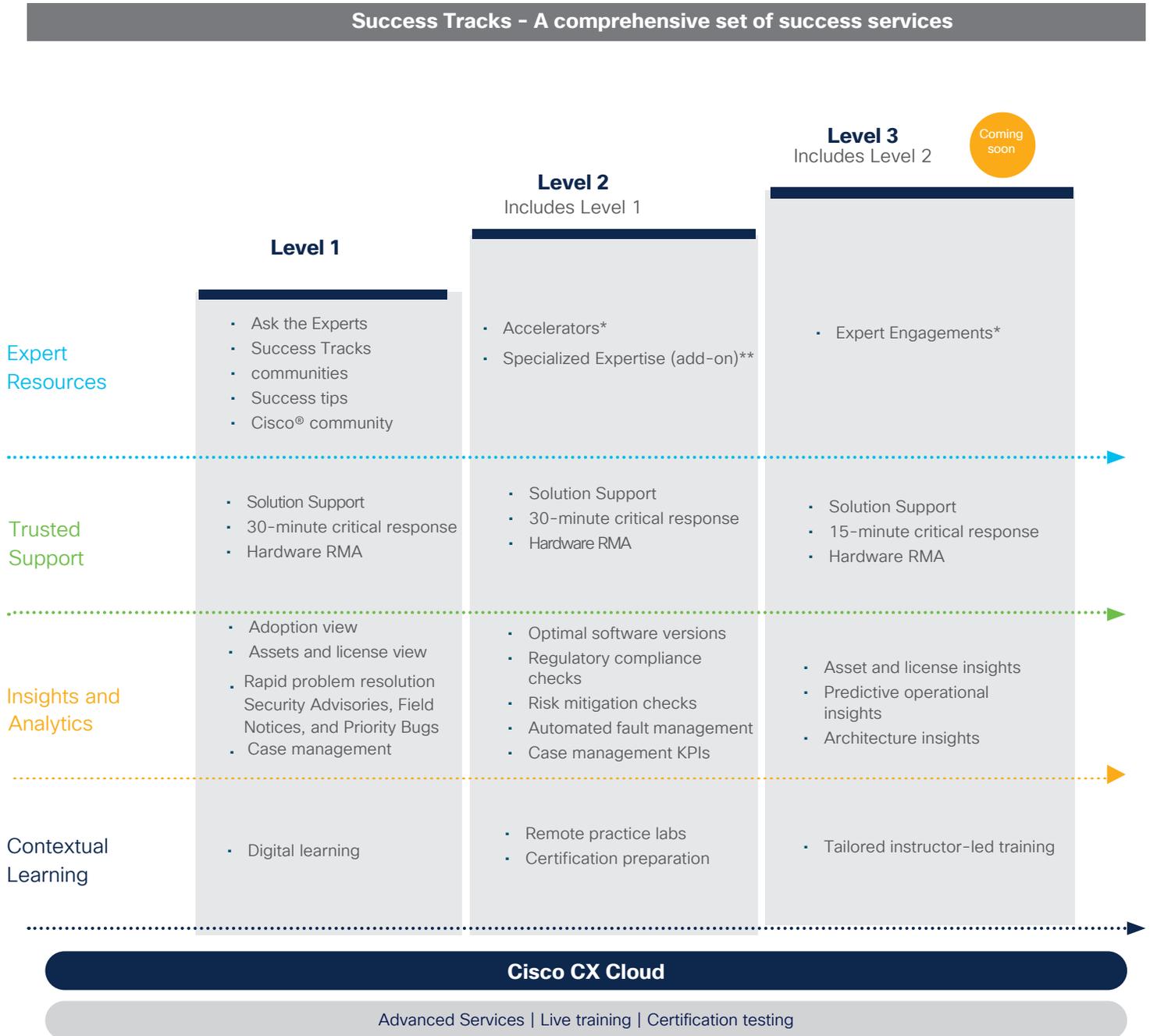
Success Tracks: Business Outcomes and Level Benefits		
Business Outcome	Recommended Level	Level Benefits
Speed technology transitions and time to value	Level 1	<ul style="list-style-type: none"> Direct access to digital learning resources to quickly find answers Access to scheduled live best practices webinars for knowledge transfer Solution support with 30-minute critical response Analytics that improve device visibility and automates tech support process
Reduce operational risk, while improving efficiency of IT operations	Level 2	<ul style="list-style-type: none"> Access 1:1 coaching engagements and specialized guidance* Solution level support with 30-minute critical response Analytics that provide proactive insights to mitigate risk Expertise to build and enable agile teams Hands-on applied learning resources and certification prep <p><small>Specialized Expertise can be purchased as an add-on separately</small></p>
Gain an entry point into CX Cloud capabilities	Basic Asset and Lifecycle View	<ul style="list-style-type: none"> Preview Success Track-specific Asset views and Lifecycle use cases that you have not purchased yet. Get key information about your assets including product details, software version, and end of support dates. View and manage your inventory of licenses and subscriptions

Success Tracks Features Snapshot

Q. Can you give me a snapshot view of the Success Tracks features?

A. Yes, Figure 4 shows the key features and success services of Success Tracks by levels.

Figure 4. Success Tracks Snapshot



*Feature consumption dependent on purchase amount

**Specialized Expertise can be purchased as an add-on separately

Expert Resources

Q. What are Expert Resources?

A. Expert Resources offers you strategic advice, from consulting to detailed design and validation, and is focused on industry-wide solutions.

Q. Which Expert Resources are included in Success Tracks?

A. Expert Resources has five Lifecycle Services ready to deliver immediate value:

- Cisco Community, Success Tips, and Success Track Communities
- Ask the Experts sessions
- Accelerators
- Specialized Expertise (Add-on)*
- Expert Engagements

*Specialized Expertise can be purchased as an add-on separately.

Q. How can I leverage the Cisco Community and Success Track Communities?

A. Our Cisco Community and Success Tips (Embedded Service) are self-serve resources that help you connect with peers, experts, and partners online. Cisco Community offers tip sharing, social media integration, and a social bulletin board for peer-to-peer knowledge sharing. The Success Track Communities available in Level 1 provide access to Cisco experts who can help address your questions, open cases for severe issues, and builds upon the Embedded Service Cisco Community and Success Tips.

Q. What are Ask the Experts sessions?

A. Ask the Experts sessions help you accelerate Cisco technology adoption by providing access to live expert-driven knowledge sessions steeped in industry best practices, high-level trends, and use cases. You gain the next level of knowledge beyond self-help, connecting with experts on Q&A sessions at each stage of your digital journey, and targeting common adoption challenges to avoid know pitfalls.

Q. What are Accelerators?

A. Accelerators offer one-on-one coaching engagements for specific use cases to speed technology adoption. This level of support helps you fast track your lifecycle by addressing specific challenges as you encounter them and gives you personalized attention to expedite your progress through your adoption lifecycle. It can also help you reduce costs during technology transitions and teach you how to be more productive and effective as you roll out and utilize Cisco technologies, with insights from Cisco experts.

Q. What are the Specialized Expertise (Add-ons) options?

A. Our Specialized Expertise options enable organizations of every size to create your own adaptive workforce and fill critical gaps on your teams with industry-leading expertise and dedicated experts in next-generation Cisco technologies. Specialized Expertise includes two options: Scrum Services and Expert-as-a-Service.

Scrum Services can help you create your own adaptive workforce with industry-leading expertise to speed adoption, solve IT challenges and unplanned events throughout the lifecycle. Services range from operations automation capabilities packages to a broad range of capabilities needed to accelerate adoption and transformation to accommodate today's ever evolving IT landscape.

Expert-as-a-Service provides precise technology expertise you need, at just the right time. Our experts help you tap into the right solutions throughout your technology lifecycle and can pivot to respond to changing requirements, conditions, or needs as your priorities shift.

Trusted Support

Q. What is Trusted Support?

A. Trusted Support provides solution support expertise across your heterogeneous hardware and software technology investments to resolve complex solution issues quickly and offers two levels of support:

Level 1 and Level 2

- 24-hour daily online and phone support with a 30-minute critical response (Cisco Technical Assistance Center [TAC] access 24 hours per day, 7 days a week to assist you via telephone or web submission) and online information that covers hardware, troubleshooting, and configuration.
- Solution Support: Solution support team acts as a primary point of contact, accountable for issue management and resolution no matter where the issue resides. Cisco TAC collaborates with solution partners to support non-Cisco eligible products and manage case resolution from case creation to resolution.
- Hardware RMA
- Perpetual software maintenance, minor, and major releases.
- Hardware OS maintenance, minor, and major releases.

Note: Cisco will respond within thirty (30) minutes for all calls received at any time for severity 1 and 2 calls. For severity 3 and 4 calls, Cisco will respond no later than the same day.

Q. How do I open a support case if I'm participating in Success Tracks?

A. Success Tracks leverage the same world-class support infrastructure that has been used by Cisco Technical Services. You can access Support by opening a support case through the Cisco CX Cloud or over the phone 24x7.

Insights and Analytics

Q. What Insights and Analytics features are available in Success Tracks?

A. Insights and Analytics help you maximize the performance and value of your IT investments. Expert Cisco guidance and recommendations, based on Insights and Analytics tools and data, help you quickly align performance to desired business outcomes. Insights and Analytics capabilities by level include:

- **Embedded Service**

- **Product telemetry and APIs:** Leverage product telemetry and APIs to build in-house dashboards that can enhance visibility into performance, exposure risk, asset view, etc.

- **Level 1**

- **Adoption View:** View activation and utilization of features
- **Assets and License View:** Product views including EoX status, and contract details
- **Rapid Problem Resolution:** Automated data exchange post-case opening
- **Security Advisories, Field Notices, and Priority Bugs:** View relevant bugs, PSIRTS, and Field Notices for devices once user initiates a request
- **Case Management:** Views showing overall case volume, RMA cases, case volume by severity, cases pending customer action, etc.

- **Level 2**

- **Case management KPIs:** Measure operational efficiency with KPIs such as MTTR
- **Optimal software versions:** Choose the best version for upgrades
- **Automated fault management:** Monitor systems and open cases automatically when issues are detected
- **Regulatory compliance checks:** Identify configurations that do not comply with common regulatory standards
- **Risk mitigation check:** Provide information on devices at high risk of a system crash

Contextual Learning

Q. **What Contextual Learning features are included as part of the Success Tracks?**

- A. Contextual Learning features help you improve your understanding of Cisco technologies. We recognized early on that in order for you to take full advantage of the new success portfolio, we want to help you close the skills gap and ensure you have a workforce with the right knowledge, skills, and certifications. Therefore, we've made contextual learning a core capability, starting with access to extensive digital learning, remote practice labs and certification prep for IT team members, and tailored instructor-led training and learning experts that can zero in on your unique needs.

Starting with **Level 1**, you can access curated content that provides basic instructions aligned to Cisco products and software services and take part in digital learning courses developed by Cisco experts.

Moving to **Level 2**, you can further hone your skills with applied learning via remote hands-on practice labs that offer access to real hardware and software (not simulations). Level 2 also offers full-featured deep product training and certification preparation courses, best practices, and assessment questions to confirm skills knowledge relevant to Cisco technology.

Requirements and restrictions

Q. **Are there any requirements or restrictions related to Success Tracks?**

A. **General requirements include:**

- Hardware and software terms must align. A hardware support maximum length is 5 years.

Accelerators:

- Level 2 carries a volume threshold requirement of 3 accelerators per year for each Success Track purchased, for the lifetime of the contract.

Ask the Experts consumption restrictions:

- Each webinar will have a fixed number of seats.
- A maximum of 200 attendees can attend per session.
- Registration is first-come first-served for all entitled customers.

Q. Can I attach Success Tracks to my legacy routers, switches, and wireless products that are not managed/supported by a controller?

- A. To provide broader coverage for Success Track for Campus Network, Phase 1 of the Non-Controller Managed Assets (with DNAC) release allows you to attach Success Tracks to your eligible routers, switches, and wireless products that are not managed/supported by a controller.

This expands the Success Tracks footprint by providing valuable Insights and Analytics for these legacy devices for the first time. Phase 1 of the Non-Controller Managed Assets enhancement requires DNAC. Leveraging our new collector capabilities to retrieve data from non-controller-managed devices extends the CX Cloud experience and provides access to even more data driven insights across your eligible install base.

Success Tracks can be attached to these eligible legacy product families:

- Switches: Catalyst 3850, C2960, C3560CX, C4500X, C6000, C6800
- Routers: ASR1000, ISR1000, ISR900, ISR800
- Wireless Products: AIR-CT5520, AIR-CT8540

Next Steps

Q. Where can I get more information, ask questions, or make suggestions?

- A. If you have questions about Success Tracks, [request a call](#) or to learn more about CX Cloud, [schedule a demo](#).

<https://cloud.path.cisco.com/cxcontactus?formid=contactus-eneral&ccid=cc001428&oid=otrsv019648&dtid=odicdc000509>
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