

Cisco Business Critical Services for Collaboration

Create resilient, adaptive, and transformative IT

Maintaining availability and performance for your collaboration solution is paramount in today's world, where effective cooperation can mean the difference between expansion or falling behind the competition. And the recent growth of hybrid work models and hybrid workspaces has been explosive, making team-focused services the cornerstone of business resiliency. Enabling agile and scalable collaboration means strengthening infrastructure to support emerging workforce models and deliver a fully optimized digital experience.

Cisco® Business Critical Services give you access to trusted experts powered by our proprietary analytics, insights, and automation to create resilient, highly adaptive, and transformative IT. Our model empowers your key IT roles with the guidance and information they need to rearchitect IT in this new world reality. We share knowledge and insights into your collaboration solutions to reduce risk and improve performance with ongoing advisory, data-driven reviews, operational insights, and high-touch expert guidance.

With Cisco expertise on your side, you can optimize your collaboration technology and environment—and enable innovation and business transformation.

Benefits

- **Improve collaborative proficiency** through knowledge transfer on best practices for tools deployed in your environment
- **Guide your technology implementations** with Cisco best practices, data-driven expert recommendations, and proven methodologies for your collaboration solutions
- **Improve performance, adoption, and transformation** with our expert guidance throughout the technology lifecycle
- **Improve teamwork and communication** using insights gained from our analytics, automation, and expert recommendations
- **Maximize ROI** with performance and configuration guidance for business-critical collaboration tools

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 can help you harness the power of deep analytics to provide predictive, data-driven insights your IT team can leverage to build a resilient and stable collaboration 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

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:

- **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 Engagements

- **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.

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*
 Expert Review Workshops	Not applicable	5x per year*	Flexible
 Expert Incident Review	Not applicable	1x per quarter	Up to 1x per quarter

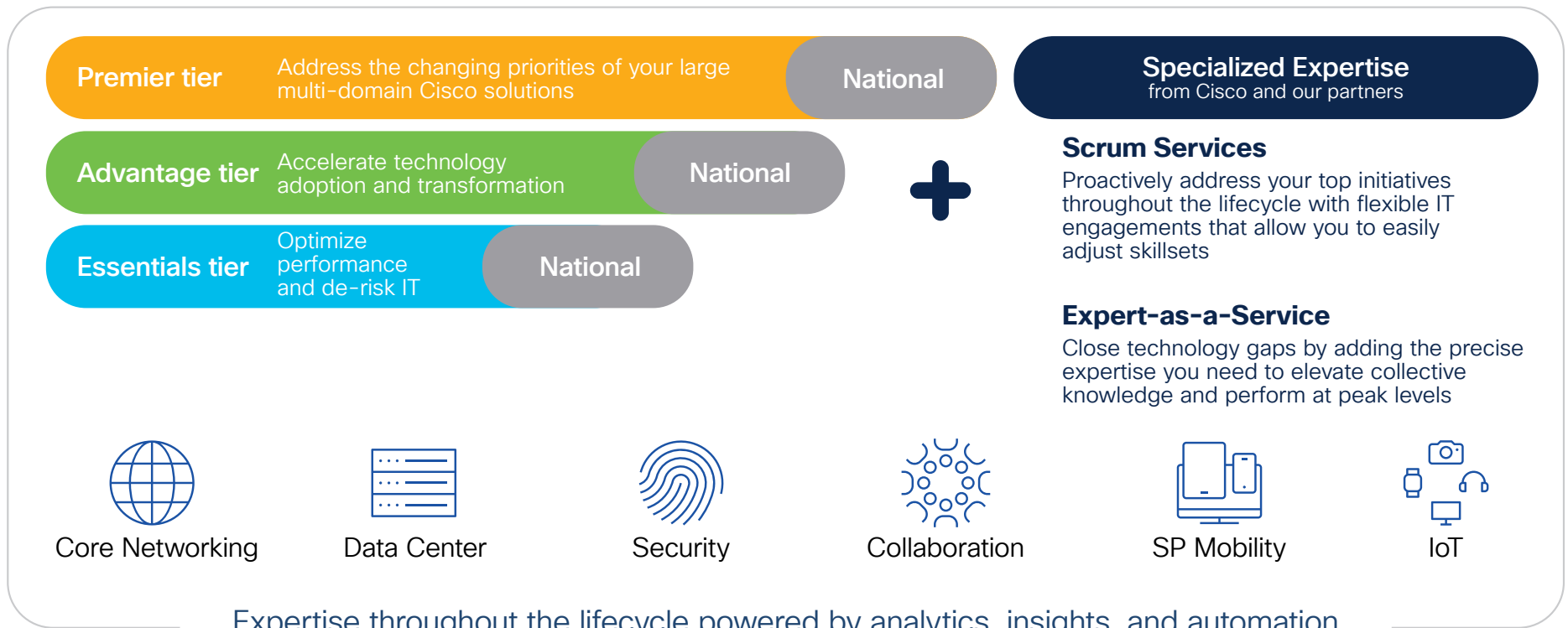
Expertise throughout the lifecycle powered by analytics, insights, and automation

*Consumed one at a time

Specialized Expertise

Specialized Expertise gives you 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 innovation, speed technology transitions, and solve complex problems.

- **Scrum Services:** Proactively address your top collaboration 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 collaboration solution engagements or help handle unexpected events as needed, such as rolling out a full-scale hybrid workforce. 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:** Close 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 technologies, or a project manager for large strategic projects that require end-to-end delivery management and team coordination.



Make the most of your collaboration investments

Collaboration insights powered by analytics and automation

By choosing Cisco Business Critical Services, you can optimize your collaboration solutions to help enable a seamless collaborative experience for secure, reliable hybrid work with:

- Data-driven insights on your collaboration software strategy
- Expert assistance for new collaboration features and configuration changes
- Collaboration lifecycle management and upgrade planning support
- Webinars and coaching sessions that provide collaboration recommendations
- Specialized Expertise to fill skillset gaps and address changing needs

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National version for public sector and regulated industries

Many of our public sector and regulated industry customers require 100 percent in-country delivery of services to ensure security and compliance requirements are met. For that reason, Business Critical Services has created the National version for each of our tier subscriptions with varying levels of entitlements.

With National, Cisco provides experts with in-country residence or citizenship to ensure customers have the right qualifications, classifications, and citizenship needed to ensure data sovereignty on key projects and initiatives. National customers can benefit from:

- Cisco experts with in-country citizenship or residence
- Specific security clearance options
- On-premises analytics option using an air-gapped data collector

Next steps

Do you have the right resources in place to power your business transformation? As your collaboration needs evolve, you'll need to address ongoing technical, product, and change management requirements. Let Cisco support your solution and users so your team can focus on your strategic priorities.

Achieve the collaboration outcomes you want. Speak with your local Cisco account representative or authorized Cisco partner today and find out how Cisco Business Critical Services can help you stay ahead of the unexpected, always. Or visit <http://cisco.com/go/bcs>.