



The Business Value of Cisco Smart Net Total Care

IDC spoke with organizations using services from the Cisco Customer Experience (CX) portfolio to help them run and optimize their Cisco IT environments. Study participants linked support through Cisco Smart Net Total Care to **improved ability to run and support their networking and IT environments**, enabling them to **reduce risk and increase uptime**, even while **lowering costs and making staff more efficient and effective**.

KEY RESULTS FROM OVERALL CISCO SERVICES STUDY



253% 3-year ROI



4 months to breakeven

RETAIL COMPANY:

“Cisco Smart Net Total Care gives us support for our devices; upgrades, and migrations, and the ongoing support gives us a reliable network.”

Staff and Cost Efficiencies



36% faster
incident response



28% more
efficient IT networking/
infrastructure teams



**Almost
2.5x more**
staff time spent
on innovation

PROFESSIONAL SERVICES COMPANY:

“We have invested a lot in Cisco equipment. Cisco Smart Net Total Care offers an opportunity to compliment those investments with a higher level of service. . . It also provides us with better ability to meet and respond to network challenges.”

Agility and Performance Benefits



61% fewer
unplanned outages



89% lower
productivity losses,
unplanned downtime



28% fewer
incidents requiring
resolution