



Four Key Reasons to Use Intersight Infrastructure Service

IT needs to continue to operate efficiently in today's remote work environment

The “new normal” is causing the majority of IT departments to work remotely. Even when organizations determine they are ready to resume admitting staff onsite, IT operations are going to look different. You still need the ability to manage and support your infrastructure remotely, and want a simple, convenient, and secure way to do that. At Cisco, we've been on the forefront of empowering teams to work from anywhere, through innovative systems management and support capabilities designed to meet the needs of more than 14,000 Cisco data-center customers – a number that is rapidly growing.

Introducing Intersight Infrastructure Service

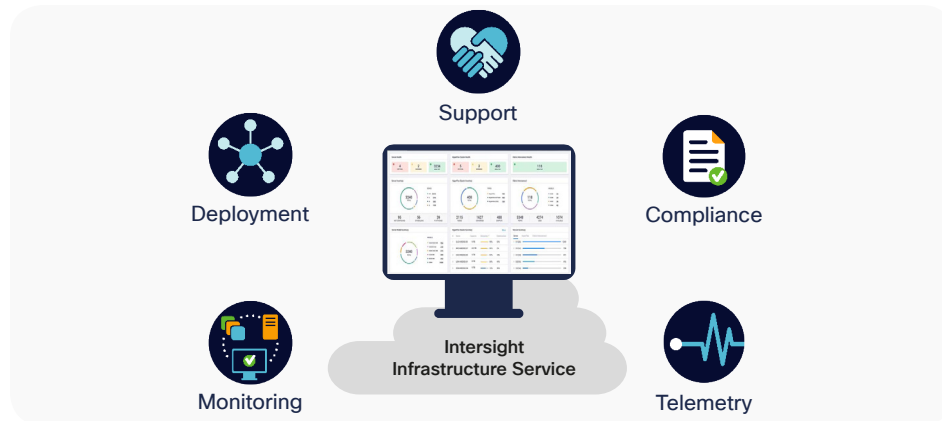
Cisco® Intersight™ Infrastructure Service – part of Intersight, Cisco's cloud operations platform – is powered by proactive support and enterprise-class security. It is an intelligent SaaS offering for teams to manage their Intersight-connected Cisco data center products such as Cisco UCS®, HyperFlex™, and converged infrastructure solutions, as well as third-party endpoints. With licensing options to meet your needs, Intersight Infrastructure Service is designed to save time and make your job easier.

Find out how Intersight can help you:

- Simplify the way you manage your infrastructure
- Automate configurations and provisioning for your data center
- Save time with integrated support
- Reduce risk with embedded security

This document describes each benefit in more detail. Figure 1 provides an overview of key features within Intersight.

Figure 1. Ways to use Intersight Infrastructure Service



Simplify the way you manage your infrastructure

Intersight Infrastructure Service delivers value from day one all the way through daily lifecycle operations. Whether deploying, managing, or upgrading infrastructure, Intersight Infrastructure Service can transform your IT operations. It provides a single point of connection from anywhere you have Internet connectivity, allowing you to manage Cisco HyperFlex Hyperconverged Infrastructure (HCI), Cisco UCS, and Cisco converged infrastructure through an intuitive UI, virtual appliance or mobile app. Intersight Infrastructure Service is a secure, unified way to manage distributed computing environments from the core to the edge.

Automate configurations and provisioning for your data center

Policies can be created just once and used by IT staff to configure and deploy servers to align policy, server personality, and workloads automatically and consistently. With a few simple steps, you can [create a Server Profile](#). A Server Profile enables resource management by streamlining policy alignment and server configuration. You create Server Profiles using the Server Profile wizard or you import the configuration details of a Cisco UCS C-Series server directly from Cisco Integrated Management Controller (IMC). Use Server Profiles created via

the wizard to provision servers, create policies to ensure smooth deployment of servers, and eliminate failures that are caused by inconsistent configuration.

Intersight Infrastructure Service's advanced automation includes the ability to integrate edge locations, hyperconverged infrastructure, and SD-WAN technologies. The Intersight HyperFlex SD-WAN installer rapidly configures and deploys the Cisco SD-WAN solution on a HyperFlex Edge cluster. Cisco SD-WAN vEdge Routers are routing components of the architecture that deliver the essential WAN, security, and multicloud capability of the Cisco SD-WAN solution.

Save time with integrated support

Intersight Infrastructure Service helps prevent problems by delivering proactive systems support, increasing efficiency, reducing costs, and accelerating resolution times. Telemetry data is automatically synthesized and recommendations are presented in an easy to understand, actionable format. Intersight enables proactive technical support through its Smart Call Home service to automatically generate and upload technical support diagnostic files when a Service Request is opened. Return Materials Authorizations (RMAs) are also automatically generated and have been shown to save significant time on each case.

Using the Hardware Compatibility List (HCL) feature, you can evaluate and mitigate the impact of service issues from running non-validated combinations of firmware, server models, processors, adapters, operating systems, and driver versions.

Reduce risk with embedded security

Intersight Infrastructure Service provides advisories and notifications about any of your endpoint devices which may be impacted by supported security advisories or field notices. Cisco Security Advisories enable you to ensure compliance and stay on top of important hardware and software information. The Cisco Security Advisory feature identifies, monitors, and updates the status of advisories to provide the latest information on the severity of the advisory, impacted products, and any available workarounds. If there are no known workarounds, you can open a support case with the Cisco Technical Assistance Center (TAC) directly from Intersight for quick assistance in resolution. A select list of the security advisories is shown in Intersight under the resources section on our help center. Cisco Intersight Infrastructure Service field notices are alerts such as recalls on certain components or new code releases to speed up user activities.

For more information

Learn more about all the ways Intersight can help you manage IT effectively in remote and onsite oversight. Visit:

- [Intersight.com](#)
- [Solution brief](#)
- [Demo](#)

Or get started in [just five minutes](#).

Intersight Infrastructure Service can save you time



Save up to 1 hour per support case through Cisco Connected TAC functionality

Add-on capabilities

Cisco offers add-on capabilities that provide more flexibility to achieve an even higher level of automation and intelligence through additional licensing choices. Expanded capabilities include orchestration, even greater performance, resourcing, and enhanced security. Some of the key add-on capabilities are described in the following paragraphs.

Intersight Virtual Appliance and Private Virtual Appliance (sold separately)

If you have additional data locality or security needs for managing systems that may not fully meet with a SaaS management model, you can leverage the Cisco Intersight Virtual Appliance software for your on-premises environment. With the Cisco Intersight Virtual Appliance, you can have an optimized way to run Intersight Infrastructure Service in an easy-to-deploy VMware OVA, giving you increased security with all of the benefits of SaaS infrastructure management. There is also a new Cisco Intersight Private Virtual Appliance which runs off-premises and provides similar benefits. Read more about the Cisco Virtual Appliance. To watch a video about the Cisco Private Virtual Appliance, [click here](#).

Orchestrator

Intersight Infrastructure Service Premier edition includes orchestration across Cisco UCS, Cisco HyperFlex, and third-party systems. Orchestration

allows you to create and execute complex workflows, such as provisioning a storage array or deploying a new Virtual Machine (VM) from a template without performing multiple tasks. Read more about [Cisco Intersight Orchestrator](#).

Intersight Workload Optimizer

Cisco Intersight Workload Optimizer (IWO) extends the capabilities of Cisco Intersight well beyond just managing Cisco servers and hyperconverged infrastructure. IWO provides visibility, insights, and decision automation for any application workload across the entire hardware and software stack, on-premises, and on public clouds, giving teams the ability to be proactive and collaborate better. Learn more about IWO in the [IWO solution brief](#).

Intersight Kubernetes Service

Another SaaS Intersight module, Cisco Intersight Kubernetes Service (IKS), enables teams to create and manage the lifecycle of upstream Kubernetes clusters across any on-premises environment and in public clouds. IKS is a fully curated, lightweight container management platform that simplifies the process of provisioning, securing, scaling, and managing virtualized or bare-metal Kubernetes clusters, by providing end-to-end automation, including the integration of networking, load balancers, native dashboards, and storage provider interfaces. Find out more about IKS in the [IKS At-a-Glance](#).