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CISCO

The bridge to possible

Faster value realization

With Cisco Success Tracks

Benefits

Success Tracks is a service that brings together all the essential capabilities necessary to:

- Achieve faster value realization from your Cisco investments

- Enjoy greater IT operational efficiency

- Reduce risk across your network

- Build a network that supports your digital transformation

Turn your technology into business value faster

We recognize the difficulty you face in your effort to deliver innovation, securely to drive your digital transformation. Adopting new technologies can feel like a long, bumpy road, filled with delays. It may expose a lack of expertise and resources you need to complete key initiatives, or realize the full value of your technology deployments.

Sound familiar? We want to help you avoid the unforeseen twists and turns of technology adoption that can cause you to miss deadlines or force re-planning. Our goal is to keep you on budget and on time with the resources you have.

Cisco® Success Tracks is designed to help you remove the barriers preventing you from realizing the full value of your Cisco technology investments. We do this by providing you with a proven, guided adoption roadmap that connects you with the right expertise, digital insights, curated learning, and premium support, all through a unified digital experience, via our Cisco CX Cloud.

Success Tracks, with CX Cloud gives you a unified experience for planning and tracking hardware, software, and support across your campus, wide area network (WAN) data center, compute, integrated secure operations, and collaboration solutions from Cisco.

Activity	Services	Value
Accelerate technology adoption	Guided adoption journeys	Realize your full investment value quickly
Asset management	Unified asset and coverage view	• Save money • Better planning • Save time and effort
Security and compliance	Automated security and compliance assessment and reporting at the asset level	• Save money • Better planning • Save time and effort
Software updates	Configuration-based software compatibility assessments	• Better network performance • Higher network uptime • Avoid security gaps
Case management	Interactive case management reporting	• Faster time to resolution • Greater operational awareness • Save time and effort
Support continuity | Contract management	Consolidated view of contracts, coverage and upcoming lifecycle milestones	• Maintain full support coverage • Save time and effort
Develop deeper IT skill sets	**Expert Resources:** includes 1:1 expert-led workshops and community discussion forums **Contextual Learning:** Mix of topical content and expert-led courses to support daily operations or certification prep	• Greater IT productivity • Attract/retain top IT talent

Figure 1: Where Success Tracks serves your IT operations

Realize value from day one

Success Tracks, enabled by CX Cloud

Trusted Support

Resolve complex issues with Solution Support

Expert Resources

Quickly transform with expert guidance

Insights & Analytics

Minimze risk and simplify operations with AI/ML
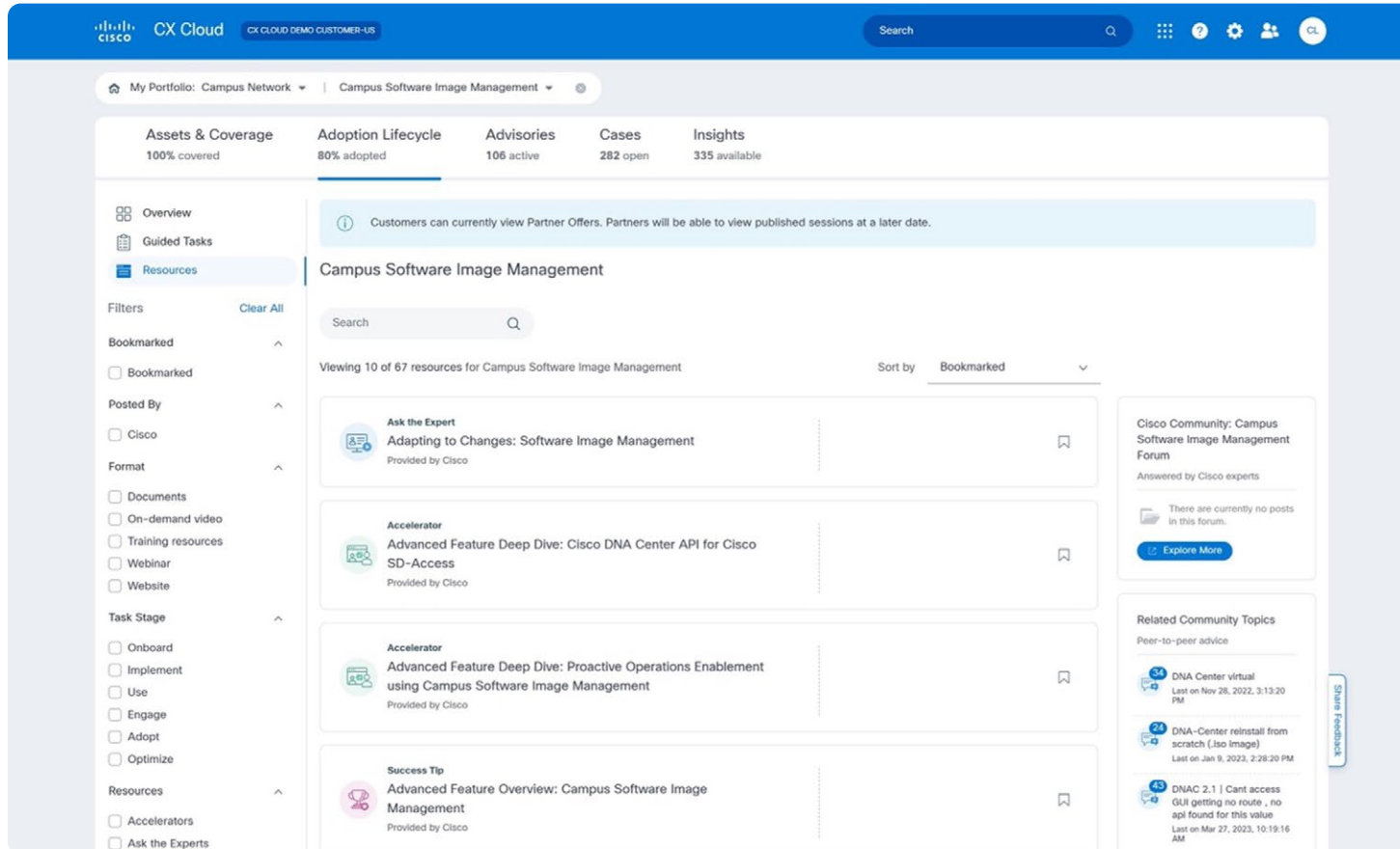
Contextual Learning

Empower teams with tailored knowledge and expertise

Your guided journey to optimized technology adoption

CX Cloud is the digital platform for Success Tracks. You can access and manage your Cisco technology use cases and Success Tracks services through a single pane of glass. This guided lifecycle journey connects you to Cisco experts and insights to simplify and accelerate technology adoption, while maintaining business resiliency and agility.

Figure 2: Success Tracks delivers business value starting day one

Cisco CX Cloud – your digital connection to Cisco experts, with tailored resources for a personalized experience.

Figure 3: The Adoption Lifecycle dashboard in CX Cloud

Next steps

For more information on this and other CX services, contact your Cisco CX representative, or Cisco Partner to help you choose the right level of service to accelerate your success. **Request a call** or **schedule a demo**.