

# Cisco Operational Insights

Cisco® Operational Insights offers a cloud solution to connect, manage, monitor, and get reports on all your assets, allowing you to optimize your business workflows.

## Product Overview

Cisco Operational Insights is more than an asset management tool. It is a comprehensive single resource for managing, monitoring, and optimizing your assets, Internet of Things (IoT) sensors, alerting system, and operational workflows. Using a technology-agnostic approach, the solution can use a wide range of tags and sensors, including Wi-Fi, Bluetooth Low Energy (BLE), RFID, and environmental monitors, to continually integrate, monitor, and manage your connected operations. Through its cloud-based interface, you can define the profile, category, and ownership of each of the assets. You can establish business rules to define workflows and the expected operating range of your assets and sensors.

Operational Insights then continually monitors data from the sensors attached to your assets—including telemetry data such as temperature and humidity. When any measure deviates from the norm established by your workflows, policies, and business rules, the solution swings into action. It can give you an immediate alert or, if you prefer, can trigger an automated action that is predefined by your workflows and business rules.

The cloud solution and mobile app give you real-time visibility into how your operations are functioning, enabling you to take immediate action and optimize operational processes. In addition, you have access to a wide range of historical reports and Key Performance Indicators (KPIs) to help you continually evaluate the effectiveness of operations and measure the impact of new processes.

## Features and Benefits

| Feature  | Benefits  |
|--|---|
| <b>Cisco Compatible Extensions (CCX) compatibility</b>   | Provides support for multiple tag providers<br>Helps reduce new investment when tag systems are already deployed  |
| <b>Cloud service</b>                                     | Reduces installation cost and time<br>Improves scalability as demand grows<br>Improves solution through continuous feature development and faster deployment  |
| <b>Asset track and trace, monitoring, and management</b> | Improves efficiency of critical staff by reducing manual monitoring and tracking of assets<br>Improves asset utilization by analyzing movement and utilization patterns<br>Improves tactical operations through real-time visibility into all assets in a facility  |
| <b>Rules</b>   | Enables automated workflows through rules that address conditions such as asset location, motion status, environmental telemetry, and other business attributes<br>Avoids inventory loss or stock outages through an alerting system<br>Detects the temperature and humidity of refrigerators to maintain an acceptable range for temperature-sensitive assets<br>Tracks assets based on entrance, exit, or motion-sensing events<br>Improves safety and security by detecting panic button trigger |

| Feature                | Benefits   |
|------------------------|--|
| <b>Alerting system</b> | <ul style="list-style-type: none"> <li>Reduces downtime by triggering alerts when asset condition exceeds threshold defined by business rules and workflows</li> <li>Helps keep staff informed through alerts sent by email or text message</li> <li>Automatically classifies assets based on rule conditions</li> <li>Manages alerts with built-in audit trail and alert management system</li> <li>Triggers secondary workflows through API triggers to other enterprise back-end systems</li> </ul> |
| <b>Reporting</b>       | <ul style="list-style-type: none"> <li>Reduces time spent collecting data, monitoring assets, and reporting</li> <li>Helps improve decision-making through automated and customizable KPI reports</li> <li>Enables compliance reporting with historic records on telemetry data (temperature, humidity, etc.) and asset status</li> </ul>  |
| <b>Mobile app</b>      | <ul style="list-style-type: none"> <li>Provides a user-friendly interface to help reduce time spent searching for assets inside a facility</li> <li>Uses the mobile device's location to further improve asset search by limiting results to nearby assets and alerts</li> <li>Improves response to and compliance with alerts through notifications and easy alert management</li> <li>Improves user experience and mobility for staff on the floor</li> </ul>  |

## Tailored to your needs

Cisco Operational Insights has the flexibility to fit your needs. It is tag and sensor technology agnostic, so depending on your technology preferences, you can purchase sensors from any CCX-compliant tag vendor.

The web and mobile platforms give you the power to tailor the solution to your needs. How do you want to categorize your assets? What workflows are important to your operations? Through a single, cloud-based interface, you have complete control over each of these elements. And by automating your workflows and alerts, you no longer need to spend cycles on day-to-day monitoring, but rather can focus on continually improving your operations.

Operational Insights is a cloud-based and mobile solution that can be deployed easily and quickly. And its subscription model helps provide predictable, year-to-year operational expenses.

## Licensing

Operational Insights is available per asset in two license tiers for 1, 3, and 5 years.

| License                  | Description   | Years   | Number of assets                                    |
|--------------------------|---|---------|---|
| <b>AIR-OP-INSIGHTS</b>   | Top-level SKU to search in Cisco Commerce Workspace                                     |         |   |
| <b>AIR-OPSINSTS-BASE</b> | Base SKU provides basic track and trace capability across mobile and web apps           | 1, 3, 5 | 1 to 99<br>100 to 499                               |
| <b>AIR-OPSINSTS-ADV</b>  | Advanced SKU includes Base SKU and adds condition monitoring, reporting, and API access |         | 500 to 999<br>1000 to 2999<br>3000 to 4999<br>4999+ |

## System Requirements

Cisco Connected Mobile Experiences (CMX) appliance, version 10.3 or later.

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