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Cisco Business Critical Services for Enterprise Networks

Create resilient, adaptive, and transformative IT

Today's IT environment is more complex and competitive than ever. The connections between systems, people, processes, locations, and devices are becoming more distributed and complex every day. At the same time, the economic value of the network to the organization continues to rise as networking technologies drive new business models. But skills gaps and systems complexity make securing and managing the network increasingly more difficult, so network transformation requires a more strategic approach.

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 new 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 enterprise networking solutions to reduce risk and improve performance with ongoing consulting, data-driven reviews, operational insights, and high-touch expert guidance.

With Cisco expertise on your side, you can optimize your networking technology and environment to enable continuous innovation and business transformation.

Benefits

- **Improve in-house networking capabilities** 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 networking solutions

- **Accelerate network performance and transformation** with our expert guidance throughout the technology lifecycle

- **Reduce risk and improve network compliance** by identifying and proactively mitigating configuration issues and other vulnerabilities in your infrastructure

- **Minimize service disruption** with 8x5 monitoring of your Severity 1 and 2 Cisco Technical Assistance Center (TAC) cases

- **Maximize ROI** with performance and configuration guidance for business-critical network tools

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Available tiers

Offered as 12-month or multi-year subscriptions covering the full IT lifecycle, Business Critical Services are available in three 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.

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 uses deep analytics to provide predictive, data-driven insights your IT team can leverage to build a resilient and stable networking environment.

This tier includes:

- **Operational Insights Review:** Reduce risk and meet compliance requirements by identifying and proactively mitigating issues with your enterprise network 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 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 that increase in-house knowledge and promote alignment of your network with targeted business outcomes.

Expert Engagements

- **Expert Review Workshops:** Leverage a variety of reviews, including Audit, Design, Resiliency, and Testing, to help you integrate Cisco best practices for performance, availability, and growth.

- **Expert Incident Review:** Improve stability and performance of your enterprise networking solutions with reviews of trends, patterns, and remedies for high-priority cases opened with TAC.

Premier

Premier offers all the capabilities of Advantage but with expanded capabilities to continuously deliver the enterprise networking insights and expert guidance you need. You get flexible access to Cisco experts—when, where, and how you need them—to address your unique technology requirements, so you can align resources with the changing priorities of today's rapidly evolving networking 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.

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What's in the tiers?

CX Business Critical Services lifecycle prepackaged portfolio and engagements

	Essentials	**Advantage**	**Premier**
Operational Insights Review	**12 sessions** per year and 20 reports annually	**30 sessions** per year and 20 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	Up to **1x** per quarter	Up to **1x** per quarter

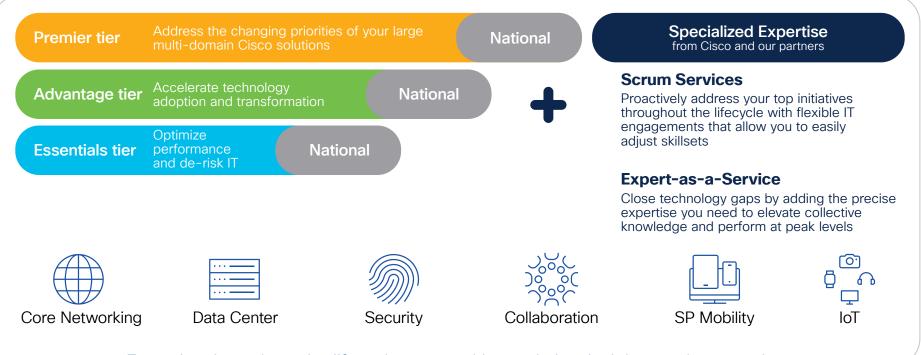**Expertise throughout the lifecycle powered by analytics, insights, and automation**

*Consumed one at a time

Specialized Expertise

Specialized Expertise gives organizations of every size 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 network innovation, speed technology transitions, and solve complex problems.

Scrum Services: Proactively address your top enterprise networking 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 networking solution engagements or help you handle unexpected events as needed, such as sudden changes in network requirements. This structure allows you to set up prioritized skillsets based on your specific needs and enables you to 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 or a Consulting Engineer for hands-on confirmation of your Cisco technologies. Additionally, a Project Manager can help handle large strategic projects that require end-to-end delivery management and team coordination, and an Outcomes Acceleration Manager can help you quickly realize the outcomes you seek.

Premier tier — Address the changing priorities of your large multi-domain Cisco solutions — National

Advantage tier — Accelerate technology adoption and transformation — National

Essentials tier — Optimize performance and de-risk IT — National

+

Specialized Expertise
from Cisco and our partners

Scrum Services
Proactively address your top initiatives throughout the lifecycle with flexible IT engagements that allow you to easily adjust skillsets

Expert-as-a-Service
Close technology gaps by adding the precise expertise you need to elevate collective knowledge and perform at peak levels

Core Networking — Data Center — Security — Collaboration — SP Mobility — IoT

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

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Make the most of your enterprise networking

Networking insights powered by analytics and automation

By choosing Cisco Business Critical Services, you can optimize your digital strategies to support higher network availability and stability and drive network transformation with:

- Data-driven insights on your network planning and strategy

- Expert assistance for new network features and configuration changes

- Hardware and software lifecycle management and upgrade planning support

- Webinars and coaching sessions that provide expert networking recommendations

- Specialized Expertise to fill skillset gaps and address changing needs

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 networking resources in place to power your business transformation? As your network evolves, you'll need to address ongoing technical, product, and change management requirements. Cisco experts, powered by analytics, insights, and automation, are ready to help.

Realize the enterprise networking 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 cisco.com/go/bcs.