



# Cisco Services

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# When You Connect the Unconnected, Everything Changes.....



## We Call this The Internet of Everything

# Internet of Everything Starts with Today's Trends.... and Drives Business Results



**Increase Efficiency**  
Delivering the Right  
Information to the Right  
Person (or Machine) at  
the Right Time

**Fuel Innovation**  
**Create New Markets**

**Minimize Risk**

**Things**  
Physical Devices and  
Objects Connected to the  
Internet and Each Other for  
Intelligent Decision Making

**Unlock Intelligence**  
**Improve Experiences**

# Technology Trends Are Enabling Your Business in New Ways



# Technology Trends are Enabling Your Business in New Ways

*How do I cut cost and improve my business?*



Cloud

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Create a Secure and Optimized, Cloud-enabled Infrastructure

*How do I create a more engaged and productive workforce?*



Mobile

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Enable a Secure Mobile Workforce

*How can I create personalized customer experiences?*



Social

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Create One-to-One Connections with Customers Anytime

*How do I make better decisions... faster?*



Data

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Access Distributed Data and Gain Insight to Speed Decisions

*How do I handle a dynamic threat landscape created by increased connections?*



Security

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Protect Valuable Assets and Reputation in Real Time

# Why Cisco and You

# Services to Help You Achieve Better Outcomes



Capture Value in the  
Internet of Everything

Business Innovation  
Internet of Things deployment  
IoE Value Creation



Increase Business Relevance  
with Technology Trends

Enable Hybrid Cloud  
Secure Mobility  
Personalize Customer Experience  
Protect Valuable Assets  
Gain Access and Insight from Data

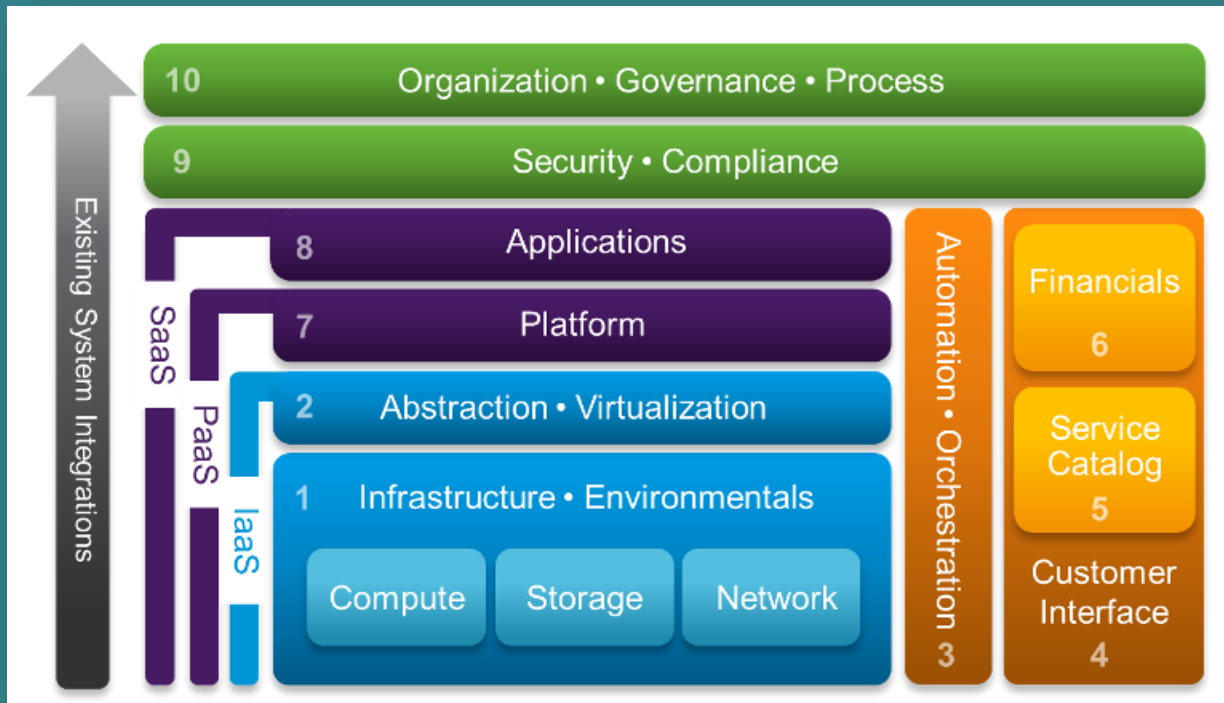


Improve the Operation of  
Your Existing Infrastructure

Availability  
Performance  
Innovation



# A Repeatable Methodology that Transforms IT to Unlock Business Potential



## Cisco Services can offer:

- Top-down program planning across all domains, or
- Focused support on an individual domain

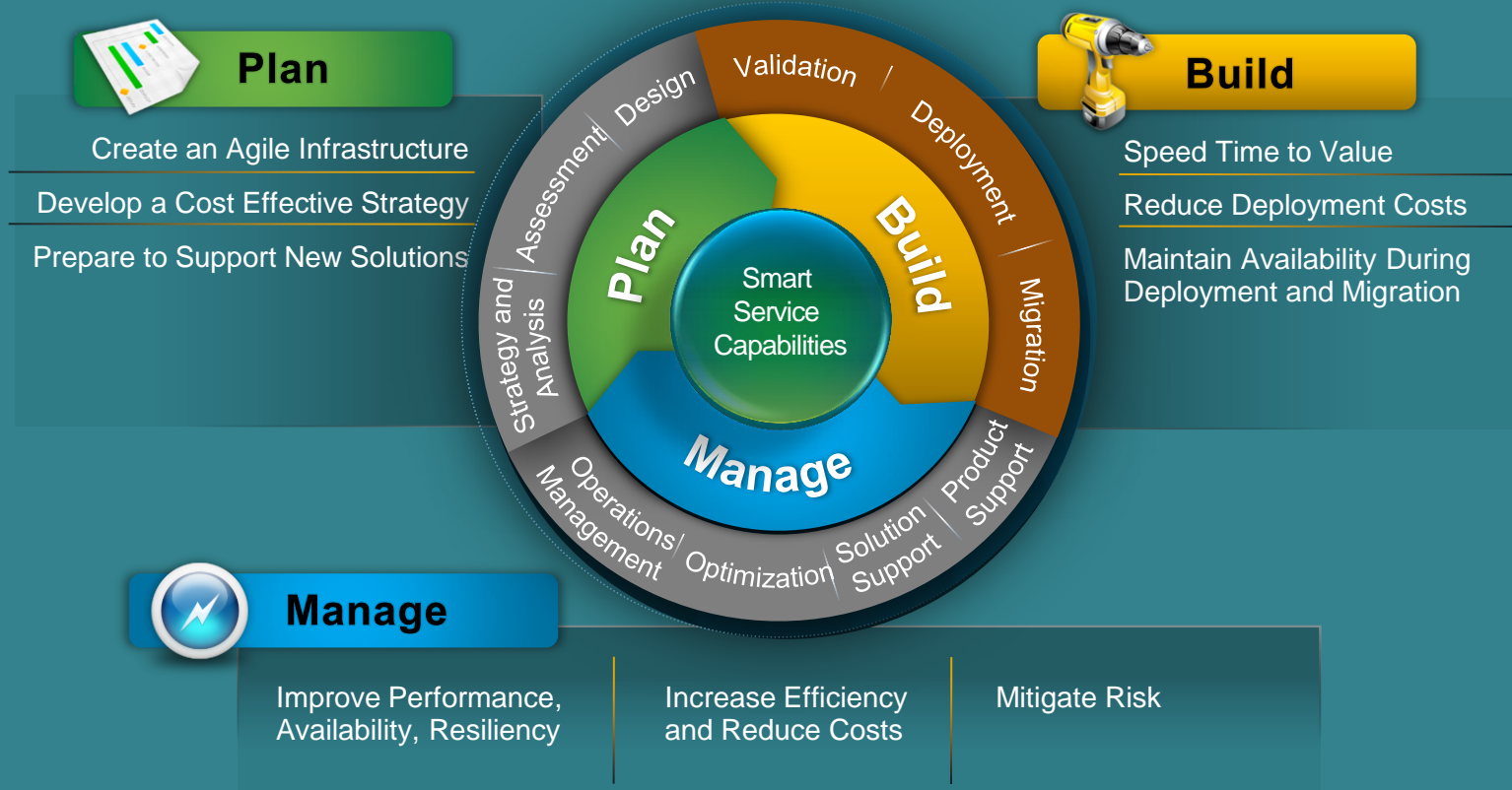
## Our services span:

- Strategy and planning
- Design and implementation
- Management and operations



# A simplified Services Portfolio

## Built for Ease Around Customer Relevancy



*Together with our Partners*

# Outcomes Customers Want to Drive

## Business Growth and Innovation



- Align IT to business strategy
- New business opportunities

## Operational Efficiency



- Increase network utilization
- Streamline operations

## Ensure Security and Compliance



- Regulatory compliance
- Secure assets

## Maintain Business Continuity



- Proactively prevent issues
- Reliable access to applications

# The Market is Transitioning



*Forrester: “Smart services will become increasingly important to enterprises as more and more business and IT activities move into the cloud and onto the network.”*

# Automation and Cisco's Deep Knowledge Are Driving Value for You



## CISCO DEEP KNOWLEDGE BASE

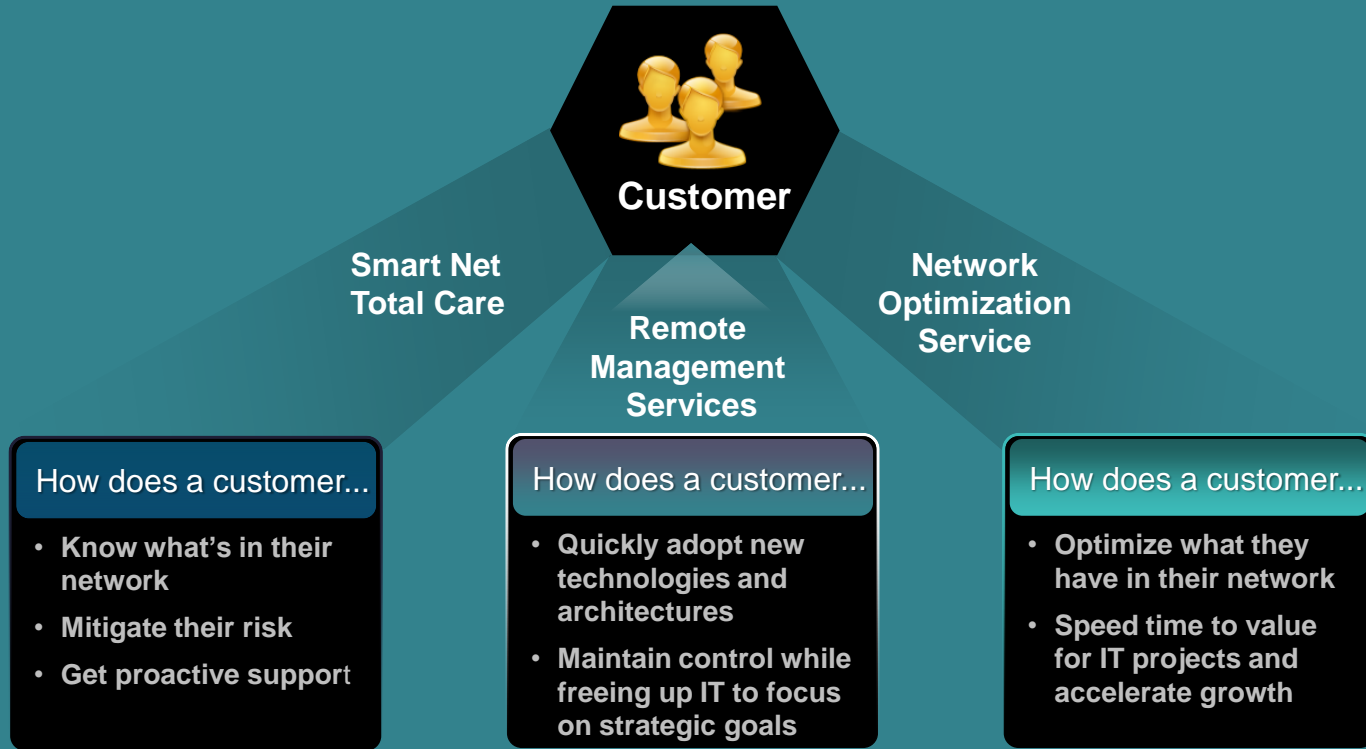
**28 Years** of Networking Innovation and Leadership

**6 Million** Annual Customer Interactions

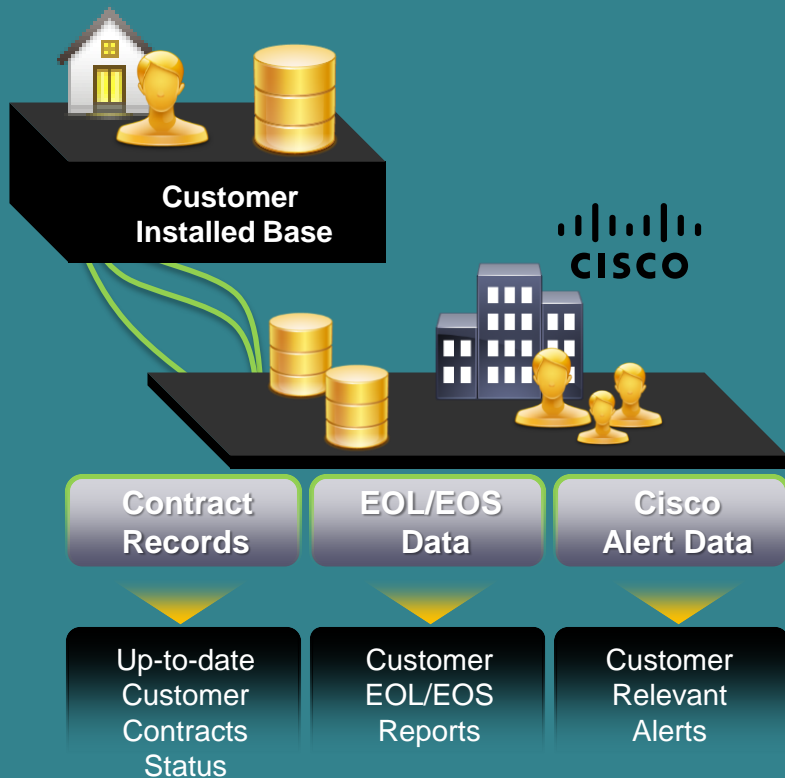
**50 Million** Installed Devices

**90,000+** Technical Documents

# Cisco Smart Services – Manage Portfolio



# Unique Product Support Value



Only Cisco has the ability to compare customer installed base information to Cisco's intellectual property and present the result in meaningful, graphical, actionable reports.

- Up-to-Date Installed Base Service Coverage
- Simplify Device End of Life Planning
- Receive Critical Advisories and Security Alerts

# Business Benefits of Automation

## Strengths & Capabilities

- Automation Framework, with focus on run-book automation
- Rapid IC Capture and Reuse
- Broad Technology Support
- Cross-technology Correlation
- Decreased time to market for new technologies

- Richer more effective event handling capabilities and resolution
- Perform Regular, Repetitive Tasks Automatically
- Refocus Internal Resources on Strategic Priorities
- Deliver Speed, Accuracy and Efficiency

Human Error Rate is

**10%**

Automated Error Rate  
is Approaching

**0%**

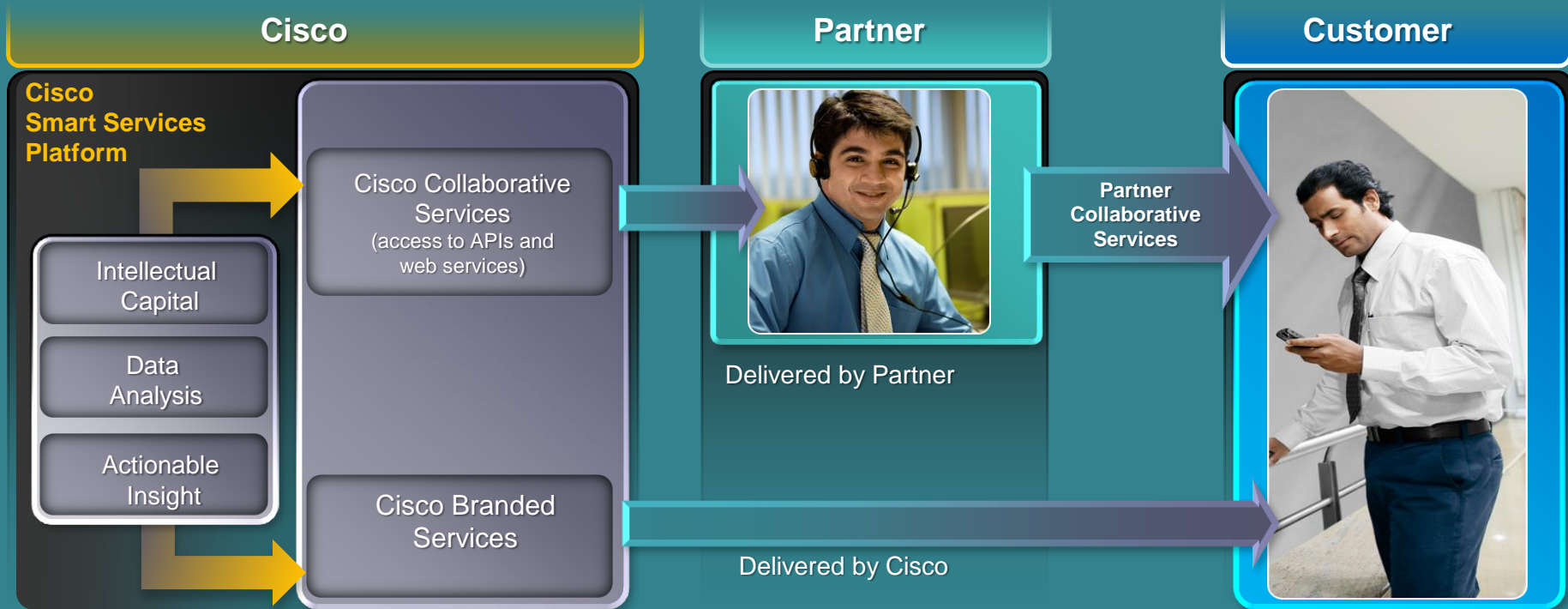
**56%** of incidents  
are resolved  
without human  
intervention

**60%** reduction in  
mean time to  
resolution

**97%** positive  
client feedback



# Smart Capabilities Delivered Directly and Through Partners



# Combined with scalable Coverage, Deep Experience



## Cisco Services

- Covering 128 countries
- 1100+ depots
- \$5B+ in spare parts inventory
- 840,000 parts delivered annually
- 250,000 service requests quarterly
- Engineers average 5+ years of industry experience

Managing Over 100,000+  
Network Devices in More  
Than 75 Countries

3500+ Video  
Endpoints, 800,000+  
IP Phones, and 3200+  
UC Servers Managed

28+ Years of Innovation  
Leadership Supporting  
Complex Networks

# ...and a Global Footprint

## Global Delivery Centers

- Global, scalable, designed for efficiency
- Multi-language and time zone support
- Highly skilled resources that understand business needs augmented by Cisco's solutions mean customer success

### NOCs

Atlanta, GA  
Austin, TX  
Raleigh, NC  
Holliston, MA

San Jose, Costa Rica  
Krakow, PL  
Buenos Aires, AR  
Brussels, Belgium

Chengdu, China  
Delhi, India  
Noida, India  
Bangalore, India

### SOCs

Raleigh, NC  
Sydney, Australia  
Belgium, EU  
Israel, APJC

### Hosted HCS

London, UK  
Amsterdam, NT  
Sao Paulo, BZ  
Uberlandia, BZ

Reston, VA, US  
Los Angeles, CA, US  
Bangalore, IN  
Pune, IN

### Data Centers

Cisco NOC West, Austin, Texas  
Cisco NOC East, Electronic City,  
Bangalore, India  
Staging NOC (sandbox and  
pre-production)

RTP, NC, USA  
Allen, TX (2013)  
Amsterdam, NT (2013?)

# Getting Started



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What's your business' value at stake in the Internet of Everything?



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Can your infrastructure handle these increasingly valuable connections?



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How are your users using public cloud, today?

Cisco Services

Let's **START**  
the Conversation  
**TODAY**



Thank you.

