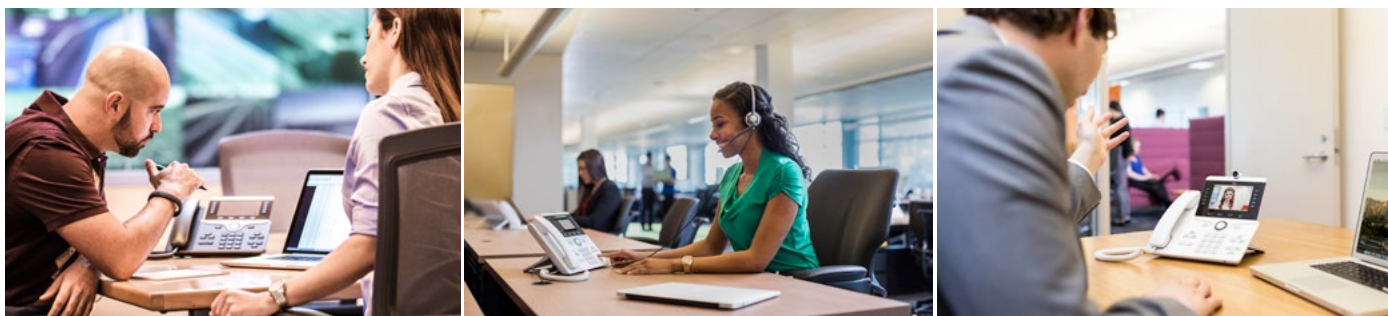# Cisco ServiceGrid Overview

Connected Processes for Automated IT Support That Respond to Your Business

> " Traditionally, the typical outsourcing engagement has tended to work in batch mode. Service integration makes it easier, faster, and can result in very positive improvements in customer satisfaction."
>
> Frank Casale, President, Outsourcing Institute

The hyperconnection of people, processes, data, and things is dramatically changing the role of information in today's organizations. The need to get data from everywhere at any time is paramount. Digitization is creating new capabilities and richer experiences, but it also comes with new challenges for both enterprises and service providers. To keep up in this evolved world, enterprises are seeing a major increase in the number of partners on which they rely for IT support. One industry analyst firm estimates the number of support providers used by an IT organization has increased by 400 percent in five years.[1]

With an increase in support providers comes the need to coordinate multiple sources of information, manage service cases across environments, and maintain service performance levels. In addition, business leaders have ever-growing expectations for increased IT speed and responsiveness. In our fast-moving economy, time is money when complexity and IT issues are delaying business.

To effectively do business together in hyperdistributed environments, both enterprises and their support partners need to communicate in real time to resolve issues more quickly. This real-time communication is difficult to realize in multisourced environments; the support processes are often disrupted because of missing integration between the various partners. The answer is service integration. Service integration and management (SIAM) is a framework that supports organizations retaining control of the entire service delivery process to deliver integrated services to the business.

[1] Want to Improve Business Outcomes in Outsourcing Deals? Outsourcing Institute, 2015

Simplify Your Complex Support Ecosystem and Connect to Cisco ServiceGrid

Cisco® ServiceGrid® technology complements the SIAM framework. Cisco's integration platform in the cloud connects enterprises and multiple service providers, which helps to enable end-to-end processes and faster communication on IT support issues. Faster communication equals faster issue resolution to achieve service excellence. With a central point of control, you can manage your entire ecosystem across customers, vendors, and internal support to actively govern all aspects of service performance. (See Figure 1.)

Figure 1. Managing a Multivendor Support Ecosystem with Cisco ServiceGrid
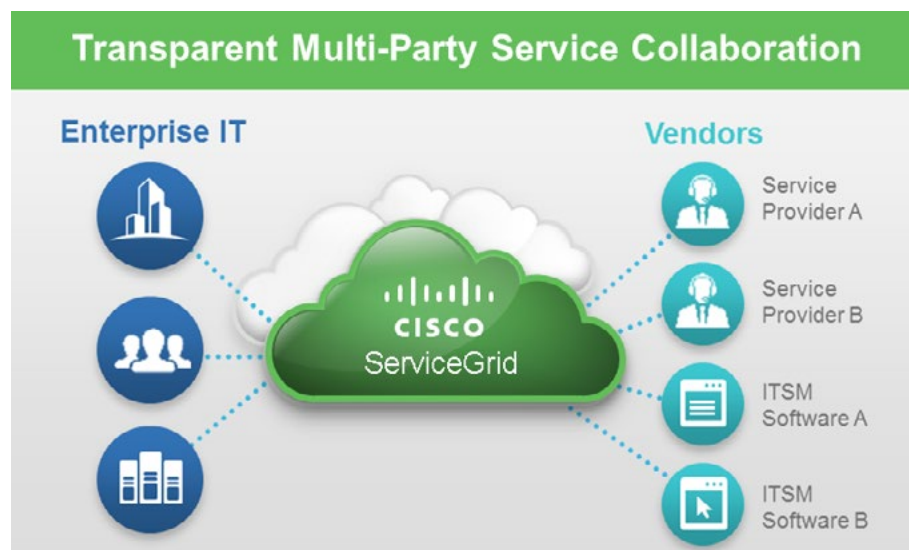
The primary capabilities and benefits of Cisco ServiceGrid™ include:

· **Standardization and automation**: The connect-once-connect-all approach reduces deployment time and helps enable faster onboarding of customers and partners. Automated processes and interactions reduce costs, eliminate errors, and improve quality of support.

· **Cloud integration**: Cisco manages, updates and maintains the software. You have easy access through a web browser anywhere, anytime and gain the advantage of new features immediately when upgrades are deployed.

· **Single point of control**: With one view of all your support partners and customers, you can monitor service-level agreements (SLAs) against both the performance of individual suppliers and the end-to-end service that is provided to the customer. Easily manage multiple vendors and customers to simplify your support processes.

Cisco ServiceGrid helps enable outcomes to meet your IT initiatives:

· **Speed time to market**: The unique standardized integration method improves agility and economy of scale as your network grows. Quick and easy integration of organizations means you can keep pace with business needs.

> " Cisco ServiceGrid functions as a neutral, independent point of measurement within the service chain. Swissgrid can monitor performance and the fulfillment of the provider-specific SLAs at any time for end-to-end governance and active provider management. We recovered our investment within the first year."
>
> Hans Roth
> Head of Service Management
> Swissgrid

- **Speed time to market:** The unique standardized integration method improves agility and economy of scale as your network grows. Quick and easy integration of organizations means you can stay ahead of the pace of business needs.
- **Increase customer satisfaction:** Accelerated service delivery and continuous processes increase speed to resolution, provide comprehensive transparency, and enhance the service experience.
- **Reduce operating expenses:** Simplified processes eliminate manual efforts and increase productivity of your resources. Our cloud technology with pay-as-you-grow model helps you derive a faster time to value and greater ROI.

The compelling value of the Cisco ServiceGrid solution goes beyond just cost savings and increased efficiency; it fills the gap for highly effective service integration and management, because it does what unique connections can't accomplish. It provides end users with a single view of their entire support ecosystem. SIAM and Cisco ServiceGrid technology help you meet the challenges of multisourcing and improve business outcomes and satisfaction in outsourcing business deals. You are able to manage a high number of service delivery partners and realize real-time communications and complete visibility on the service delivery process.

How Does ServiceGrid Integration Work?

Cisco ServiceGrid architecture builds connections with standard workflow mappings for easy process integration. Each partner is connected to the standard Cisco ServiceGrid workflow. Once connected, service requests are routed to the correct partner automatically. With this unique integration method, you can protect your investments because you can keep existing systems. You can choose from a set of prepared IT Infrastructure Library (ITIL)–compliant workflows for incidents, service requests, problems, and change management or build customized workflows, depending on your needs.

Offers that Meet Your Integration Needs

The Cisco ServiceGrid software is delivered as software as a service (SaaS), providing high scalability and adaptability as you evolve your business. All packages offer business-to-business IT service management (ITSM) system integration and/or web-portal access, as well as workflow processes depending on your needs. Low- to high-touch implementation options and standard support with upgrades are included in the solution. Optional add-ons are also available.

The Cisco ServiceGrid solution is tailored to support different types of ecosystem members:

- **One-to-many connection: Cisco ServiceGrid Ecosystem Manager:** Create, collaborate, and manage support interactions with either multiple customers or vendors.
- **Many-to-many connections: Cisco ServiceGrid Ecosystem Builder:** Create, collaborate, and manage support interactions spanning customers and service providers. Required when one workflow involves more than one support vendor for issue resolution.

Cisco Professional Services

Professional Services from Cisco and Cisco ServiceGrid partners help you meet your business goals and accelerate the time to value of your Cisco ServiceGrid solution.

Gain the advantage of Cisco technology and integration expertise to help you achieve your service delivery goals:

- Analyze your readiness for integration with external service partners and in your organization with Cisco **ServiceGrid Assessment Service**.
- Properly implement your selected service elements and build the necessary connections with Cisco **ServiceGrid Deployment Service**.
- Get expert guidance and consulting, configuration, and training support that assists you with using and optimizing Cisco ServiceGrid software through our subscription-based Cisco **ServiceGrid Optimization Service**.
- Receive configuration support and guidance for one-time projects lasting one to five days with Cisco **ServiceGrid Configuration Support Service**. Software experts can assist you with configuring the software in the context of your ecosystem.

Why Cisco

Realize the complete business value of your technology investments with Cisco and our partners. Backed by deep networking expertise and a broad ecosystem of partners, you can successfully use your network as a powerful business platform.

Whether you are looking to quickly seize new opportunities to meet rising customer expectations, improve operational efficiency to lower costs, mitigate risks, or accelerate growth, Cisco delivers proven business value.