Cisco Business Critical Services

Experts powered by analytics and automation to create resilient, adaptive, and transformative IT

The world has changed, and today's IT challenges are real. Business disruption. An inflexible talent core with skills gaps. Failed transformation initiatives. Research shows:

91% of IT executives say they have experienced a tech-related business disruption which led to losses in revenue, data, or reputation.[1]

76% of organizations cannot easily find the talent they need due to IT skills gaps.[2]

80% of transformations fail due to antiquated IT and misalignments in the business and resources.[3]

You must become *resilient*, *adaptive*, and *transformative* to be able to address the unprecedented change and evolving business priorities occurring in the world so that you can thrive in the current business environment. That's why it's important that you proactively optimize and transform your IT to maintain availability and responsiveness. Organizations that do can experience 3x faster revenue growth[4] than the competition and deliver 4x the growth of their peers.[4]

[1] IDC, 2019 State of IT Resilience
[2] Cisco Global Networking Trends Report, 2020
[3] Gartner Group CIO Agenda, 2019
[4] Forrester Research, May 2019

Cisco® Business Critical Services give you access to trusted experts powered by the analytics, insights, and automation of CX Collaborative Intelligence to create resilient, highly adaptive, and transformative IT. Our new model empowers your key IT roles with the guidance and information they need to re-architect, re-engineer, and digitize operations—securely—in this new world reality. At every step of the lifecycle journey.

Offered as **12-month or multi-year subscriptions covering the full IT lifecycle,** these services are available in three pre-packaged tiers of service— Essentials, Advantage, and Premier—plus Add-Ons including Specialized Teams and Expert-as-a-Service to meet your unique needs.

Stay ahead of the unexpected, always, with Cisco Business Critical Services.

CX Collaborative Intelligence

Our services are driven by CX Collaborative Intelligence to help you address risk more efficiently with analytics and automation that enable data-driven insights.

Telemetry, data, and benchmarking: Secure and intelligent routing, always-on data conditioning, and global industry benchmarking.

AI/ML insights: Patented algorithms and machine learning, prioritized remediation recommendations, and prediction and prevention of downtime.

Automation and remediation: Automation of routine tasks, predictive early warning alerts, and the ability to automatically begin remediation.

Benefits

Resiliency
Address challenges with data-driven guidance to improve availability, stability, and security, for 74% less unplanned downtime,[5] 99.9% reduced cyberattack-related revenue loss, and 43% faster issue resolution.[6]

Adaptability
Engineer a flexible talent core to address evolving business priorities with less risk and achieve 3x faster adds and configuration changes,[6] 30% more efficient IT management,[5] and 70% faster software upgrades.[6]

Transformation
Empower your IT roles with an agile approach to react quickly and drive innovation for 50% more successful transformations,[6] 65% faster validation testing,[6] and 30% quicker go-to-market.[6]

[5] IDC Value Study, 2017
[6] Cisco internal study, 2018
[7] IDC study, Value of Cisco Optimization Services, 2017

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