

# Business Critical Services

Services for every IT team throughout their technology journey



## Predict opportunities, preempt risks, and accelerate adoption

Today's IT environment is more complex and indispensable than ever. Close to 83 percent of budgets are spent on just running the business with only 17 percent left for transformation.<sup>1</sup> Beyond cost, organizations also face inefficiency, risk, and a skills gap driven by manual processes, increased complexity, and rapidly-evolving technologies.

To overcome these challenges, our Cisco® Business Critical Services help you develop and implement long-term strategies, optimize performance, secure IT, and accelerate technology transformations along every step of your journey.

Our history of working hand-in-hand with customers to optimize their IT environment has delivered close to 262 percent ROI over 5 years and 74 percent less downtime.<sup>2</sup> Business Critical Services continues to expand on this value by delivering even more innovative capabilities in analytics, insights, automation, compliance, and security.

### Sources

1. ZK Research Dec 2017

2. Cisco Optimization Services Executive Summary by IDC 2017

## Outcomes along every step of the lifecycle journey

**Strategy:** De-risk, speed, and seamlessly execute next-generation strategy

**Design:** Engineer and deploy for changing business needs

**Performance:** Predict and resolve issues, increase performance

**Security:** Proactively protect and defend through an improved security posture

**Platform extension:** Deployment and automated testing for apps and services

# Business Critical Services

Applying expertise where and when it's needed



**What if your IT teams could connect with the right Cisco experts to get actionable analytics, expert guidance, hands-on assistance and automation for increased performance and de-risked transformation?**

Cisco Business Critical Services provides packaged services to meet your needs across the IT landscape, delivered by experts focused on your IT teams' unique needs. This strategy enables us to pinpoint challenges, apply the right solution at the right time, and drive results faster and with less risk.



Architecture



Engineering



NetOps



SecOps



DevOps

Business Critical Services give you faster access to experts throughout the lifecycle

- Cisco onboarding team – connecting you to experts from the start
- Ongoing expert advice based on telemetry and insights
- Expert 1:1 coaching sessions

**Architects:** Create new revenue streams securely

**Engineers:** Accelerate time to market

**NetOps:** Drive performance and availability

**SecOps:** Prevent and address cyberattacks

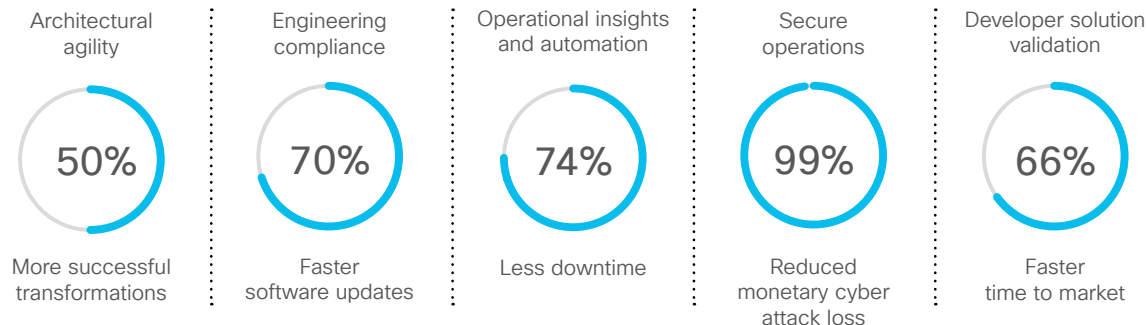
**DevOps:** Deliver innovative applications faster

# Business Critical Services

Expertise focused on your business outcomes

Our teams arrive armed with diagnostic data derived from three million Cisco devices, proprietary tools, best practices, and years of experience. They deliver analysis, guidance, and assistance based on your data, assessments of your unique challenges and skill sets, and strategies defined by your IT and business leaders. Whether you want to achieve higher performance, build a stronger infrastructure foundation, enhance agility, or transform the way you do business, your teams will benefit from Business Critical Services.

Enabling every IT role to achieve targeted outcomes



**“Our relationship with Cisco has become the reference for how BBVA aspires to work with its vendors. It enables the same speed and innovation as the digital players.”**

Carmen Lopez Herranz  
Global Head of Tech Experience  
and Workspace | BBVA