

Cisco Business Critical Services Portfolio

Frequently Asked Questions



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Overview

Following are some commonly asked questions we receive about Cisco® Business Critical Services (BCS). Have a question? Start a conversation with your Cisco account representative or your authorized Cisco partner team today.

Q. What are Cisco Business Critical Services (BCS)?

- A. A robust portfolio of multi-tiered, lifecycle subscription services, Business Critical Services helps organizations return to recovery and growth through resilient, adaptive, and transformative IT. Services are delivered remote, onsite, and/or virtually through Cisco and our partners.

Q. How can BCS help IT teams achieve their technology objectives?

- A. Through our multi-tiered subscription services, IT teams gain continuous access to the expertise and guidance they need, powered by analytics, insights, and automation to achieve their technology objectives. At every step of their technology journey.

Q. Why are Business Critical Services focused on creating resilient, adaptive, and transformative IT?

- A. The world has changed, and today, organizations of every size are facing critical IT challenges. Business disruption. Knowledge and skill gaps. Failed transformation initiatives. For example, CIOs report:
- [91 percent](#) are bogged down with tech-related business disruptions that have resulted in a direct loss of revenue, data, or damage to the company reputation.
 - [76 percent](#) of companies can't easily find the talent they need due to skills gaps, and this is holding back the ability to transform.
 - [80 percent](#) of transformations fail, due to misalignments in the business, and a lack of resources.

While organizations can't predict everything, customers that are focused on optimizing and transforming are in a much better position to prepare for the unexpected. To survive and thrive in this new reality, CIOs need to foster agility, and that includes investing in resiliency, adaptive talent pools, and ongoing transformation to strengthen infrastructure, support emerging workforce models, and a fully-optimized digital customer experience.

Q. What value do customers get from having resilient, highly adaptive, transformative IT?

- A. Research demonstrates that customers benefit in three distinct ways: First, research shows that resilient IT organizations are much more agile and stable than their peers. As a result, they have the flexibility to experiment with technology to respond to shifting market conditions and opportunities. Second, organizations with an adaptive workforce have the skillsets they need to pivot quickly to evolving priorities to [grow revenue three times faster](#) than their competitors. Finally, with innovation at their core, transformative IT organizations are well-positioned to capitalize on [technology-driven innovation](#) to deliver [four times the growth of their peers](#).

Q. How do Business Critical Services help organizations achieve these outcomes?

- A. To support our customers, Cisco restructured the BCS lifecycle services portfolio into a multi- tiered subscription framework to address the unique requirements of organizations of all sizes.

We also developed offers to help you respond quickly to changing priorities with an adaptive, and highly- skilled workforce. And, we created a business resiliency operating model to guide your organization's recovery as you work to create resilient, adaptive, and transformative IT in these dynamic times.

Q. How can Cisco's approach help me create resilient, highly adaptive, and transformative IT?

- A. Grounded in best practices and Cisco intellectual capital, our business resiliency operating model can help your organization drive continuous transformation by improving resiliency and adaptability. With BCS lifecycle service tiers, you benefit from continuous engagements with Cisco and partner experts, powered by the analytics, insights, and automation of Cisco Collaborative Intelligence to optimize performance and minimize risk. Today, thousands of Cisco customers already use BCS to proactively prepare for imminent change and to design more resilient IT environments to support their evolving business priorities. Here's how you can, too:
- **Resilient IT** - Optimize performance and de-risk IT to increase capacity and improve availability, no matter where users work
 - **Adaptive IT** - Engineer an adaptive, collaborative workforce with the right technical expertise to address security and more
 - **Transformative IT** - Empower roles across the IT landscape to react quickly to change and to drive innovation

Q. What are some ways BCS can help create resilient IT?

- A. BCS can help you connect people, secure business, increase capacity, and expand availability anywhere to improve resiliency and business agility. With BCS, you can:
- Predict and resolve incidents faster by combining human intelligence and expertise with artificial intelligence (AI), machine learning (ML), telemetry, automation, and insights.
 - Identify availability, capacity, and operational process improvements and optimize collaboration through design, configuration, and monitoring workshops.
 - Strengthen your security posture with a mix of proactive and reactive services to identify risks and systemic problems and proactively protect and defend against attacks.

Some example customer outcomes include: 74% higher availability, 99% reduction in monetary loss due to a cyberattack, 43% faster issues resolution

Q. How would we work together to build adaptive IT?

- A. BCS experts can help you build an adaptive workforce with the right capabilities when and where you need them, so you can quickly pivot to top projects as needed. With BCS you can:
- Identify capabilities and deliverables to address changing priorities, speed adoption, support cross-architecture projects, and accelerate transformation.
 - Augment your workforce with the precise expertise you need to address planning and architecture, design and engineering, Implementation planning and execution, operations and enablement, security readiness and more.
 - Accelerate complex problem resolution through 1:1 coaching based on specific use cases and insight reviews.

Some example customer outcomes include: 3X faster adds and configuration changes, and 70% faster software upgrades

Q. What does transformative IT look like? How can we work together to create it?

- A. Transformative IT is about innovating from design to implementation. To achieve this, BCS can help you empower roles across your IT landscape with access to expertise, analytics, and automation to design for resiliency, adopt at scale, and drive innovation. With BCS, you can:
- Architect a strategy, roadmap, and vision with high touch, consultative guidance and an adaptive workforce to optimize design, stability, and performance.
 - Use telemetry captured from your environment and data-driven recommendations on software strategy, as well as hardware lifecycle management to proactively identify and mitigate destabilizing factors in your IT environment.
 - Continually improve design for greater performance by applying AI, and data-driven, insights.

Some example customer outcomes include: 50% more successful transformations, 65% faster solution validation testing, 66% faster go to market

Q. What services are available through BCS?

- A. Business Critical Services offers three service level tiers plus highly specialized expert services to help you achieve your technology objectives. With BCS, you can select the best option based on your business size, the complexity of the project, and how frequently you want to engage with Cisco and partner experts.
- **Essentials** provides medium-size and commercial customers with access to expertise, analytics, and automation to optimize performance and de-risk IT.
 - **Advantage** helps commercial, public sector, and cloud providers accelerate technology adoption and transformation.
 - **Premier** empowers large enterprises, public sector entities, and service providers with the right amount of intelligence and guidance when, where, and how you need it to flexibly address the unique requirements of your large multi-domain Cisco® solutions.
 - **Specialized Expertise** provides Cisco lifecycle tier customers with access to leading expertise (Scrum Services and Expert-as-a-Service) to build an adaptive workforce. Utilizing a proven Cisco approach, our top talent is equipped with cutting-edge tools and best practices so IT teams can accelerate transformation, solve complex IT projects, address unplanned events, and fill critical skills gaps.

Q. What Cisco architectures are supported through Business Critical Services?

- A. The Essentials and Advantage tiers provide multi-architecture support for Cisco networking, data center, security, and collaboration architectures. This means customers have the option to choose (a) a single architecture package; (b) multiple, single architecture packages; or (c) a multi-architecture package. These options ensure you can select the right coverage for the right technology, and they also allow for flexible delivery across architectures. Cross-architecture support is available through the Premier tier. To learn more, speak with your account representative or authorized Cisco partner. For a complete list of architectures and their associated technologies, refer to the [Cisco Business Critical Services Customer Catalog](#) for details.

Q. How does Cisco differentiate the BCS portfolio from competitor offerings?

A. The Business Critical Services portfolio is built upon three fundamental principles:

- **Guidance throughout the technology lifecycle** - Leveraging best practices at every step – from evaluation through transformation—we provide expert guidance throughout the lifecycle of your Cisco technology, so you get the most out of your investments. No matter where you are in the decision-making process, our subject-matter experts have access to Cisco intellectual knowledge and industry best practices culled from 35 years as an industry leader, to address even the most complex IT challenges.
- **Continuous engagement** - Powered by the analytics, insights, and automation of Cisco Collaborative Intelligence, BCS experts provide the consistent, proactive, data-driven recommendations your team needs to achieve your technology objectives. Recommendations are curated using a broad range of methodologies, insights, tools, and resources to ensure that every team member has the expertise and recommendations needed to reduce time to deploy, detect, and remediate. During customer engagements, our experts share insights, combined with their knowledge of your environment, to predict operational risk, improve operational performance, and accelerate transformation.
- **Value for key IT roles** - With BCS pre-packaged tiers, your IT teams have access to the guidance and intelligence they need to architect the right strategy, engineer for changing business needs, predict and resolve network operations issues, improve their security posture, and speed applications and services to market faster.

Trusted expertise, coupled with our analytics, insights, automation, innovation, and intellectual capital – developed and delivered by Cisco and our partner experts—makes Business Critical Services a unique and differentiated offer within our business and across the industry.

Q. What does BCS guidance throughout the technology lifecycle look like?

A. Our experts work with you, from onboarding and implementation, to adoption and optimization, to your next technology transition providing you with best practices and proven methodologies, 1:1 coaching sessions, workshops and more, to accelerate and maximize the value of your Cisco technology investments. Let's take a look at some examples.

- **Interactive technical webinars** provide you with a catalog of scheduled open-enrollment or recorded webinar sessions aligned to Cisco's Customer Success Portfolio. These one-to-many sessions give you access to Cisco experts, who share insights and recommended best practices to help you onboard, implement, use, adopt, and optimize Cisco solutions—assisting you to succeed wherever you are in your technology journey.
- **1:1 coaching sessions** guide successful adoption of Cisco technologies. Expert technical sessions are aligned to Cisco's Customer Success Portfolio. Each team session lasts up to seven hours in duration and is delivered within a two-week period. Session categories include:
 - **Onboarding.** Get expert help to understand the features and deployment considerations of the Cisco solution within your environment.
 - **Implement.** Understand the strategies and deployment best practices for the Cisco solution within your environment.
 - **Use.** Secure guidance on the effective use of features deployed in your environment.
 - **Adopt.** Leverage expertise to adopt deployed features and to plan deployment of new features within your environment.
 - **Optimize.** Acquire Cisco advice and guidance to optimize the performance of the features deployed in your environment.

- **Experts assigned to your team** guide infrastructure transformation and optimization through use-case-driven engagements with Cisco technical experts.
- **Expert leaders for workshops** contribute tangible value by leveraging insights, best practices, and recommendations—driven by telemetry and Cisco intellectual capital—to help you identify potential issues, optimize operations, and accelerate technology transitions. Highlights include testing, configuration, architecture, strategy, implementation, design, resiliency, and auditing.
- **Expert reviews and recommendations** on analytics include reports that present actionable, data-driven recommendations you can prioritize into decisions and actions that align with your objectives for availability, performance, and minimized risk.

Q. Explain the value behind Cisco Collaborative Intelligence.

- A. With the Collaborative Intelligence of Business Critical Services, IT teams can address risk more efficiently to improve resiliency, adaptability, and transformation.

Cisco proprietary technology, including telemetry, data, AI, and machine learning comprise the heart of Cisco Collaborative Intelligence. Benefits include:

- **Telemetry, data, and benchmarking**
 - Secure and intelligent routing
 - Always-on data conditioning
 - Industry benchmarking globally
- **Artificial intelligence and machine learning (AI/ML) insights**
 - Predict and prevent downtime
 - Patented algorithms and machine learning
 - Prioritized remediation recommendations
- **Automation and remediation**
 - Streamline routine tasks
 - De-risk and accelerate testing
 - Analytics-driven recommendations

Business Critical Services Tiers

Essentials Tier

Q. How does Essentials create resilient, adaptive, and transformative IT?

- A. Essentials provides medium-size enterprises and commercial customers with access to expertise, analytics, insight, automation, and best practices to help them optimize performance and de-risk IT. Teams can optimize IT operational performance through continuous engagements with Cisco experts, leveraging deep analytics and predictive insights to instill best practices to prevent future issues.

Q. What services are included in Essentials?

- A. The Essentials package includes four foundational services: Operational Insights Review, Change Window Support, Priority Case Management, and Ask the Experts.
- **Operational Insights Review** provides insights into your network operations to reduce risk and improve performance, and to validate that your network aligns with Cisco best practices and industry standards. Our experts will help you prioritize and implement actionable, data-driven recommendations into the decisions and actions needed to align with your objectives for availability, performance, and minimized risk. Deliverables include 12 Operational Insights Review sessions per year, and a total of 19 reports per year. Reports can include:
 - **Configuration Best Practice Report** - Reduce configuration complexity, misconfigurations, and inconsistent configurations for similar features across Cisco network elements, while also validating that your network aligns with Cisco best practices and industry standards.
 - **Syslog Analysis Report** - Identify the potential risk of service impact to Cisco network elements through an analysis of operational and performance syslog data.
 - **Field Notice Report** - Identify and track Cisco network elements affected by a published Cisco Field Notice.
 - **Hardware Lifecycle Milestone Report** - Identify and track Cisco network elements affected by a published Cisco product lifecycle milestone, such as end of sale (EoS), software maintenance support, or end of life (EoL).
 - **Product Security Advisory Impact Assessment** - Identify Cisco network elements affected by a published Cisco Product Security Advisory with a “critical” or “high” impact rating and gain expert recommendations for how to address the advisory.
 - **Software Management Strategy Report** - Create or update one software management process and procedure document to help address aspects of software strategy, lifecycle management, upgrade planning, and triggers. Gain recommendations for improving software adoption KPIs based on your deployed standards and Cisco recommendations, plus expert advisement related to Cisco published software deferrals or EoS/EoL.
 - **Software Analysis and Release Standard Report** - Receive a Software Analysis and Release Standard Report for one platform, plus expert recommendations for the software version that is right for you.
 - **Risk Mitigation Report** - Secure the information you need on crash risk factors for your top 10 impacted Cisco network elements, grouped by clusters to compare Cisco network elements in high-risk clusters with those in low-risk clusters.
 - **Change Window Support** provides the expertise of a Cisco consulting engineer in support of your scheduled change window. For each scheduled network change, we will conduct a review of the change before and during your change window, as well as review your Method of Procedures document and test results for implementing Cisco recommendations. Deliverables include four Change Window Support sessions per year, expert guidance during change planning, real-time remote consultation during change execution, and Change Implementation Review and Recommendation Reports.
 - **Priority Case Management** is a queue-based service that provides monitoring support for high-priority cases and RMAs associated with Cisco Technical Assistance Center (TAC) severity 1 and 2 cases. Management includes daily tracking and reviews of open severity 1 and 2 service cases, escalation support for entitlement escalations; return material authorization (RMA) monitoring and escalation; and

monthly reporting with customer email notification. Deliverables include up to 12 case requests per year during standard business hours.

- **Ask the Experts** provides you with unlimited access to a catalog of scheduled open-enrollment or recorded webinar sessions aligned to Cisco's Customer Success Portfolio. These sessions give you access to Cisco experts, who share insights and recommend best practices to help you onboard, implement, use, adopt, and optimize Cisco solutions—assisting you to succeed wherever you are in your technology journey.

Advantage Tier

Q. How can Advantage create resilient, adaptive, and transformative IT?

- A. Advantage was designed to accelerate transformation and adoption for commercial, public sector, and cloud providers. By continuously engaging with Cisco experts a minimum of 66 times a year, IT teams can create the optimal architectural strategy, design, implementation, adoption, and testing plans to achieve their technology objectives. Teams can engage in new ways with expert-led group workshops, 1:1 coaching sessions, and interactive engagements aligned to use cases throughout the technology lifecycle.

Q. What services are included in Advantage? How does it differ from Essentials?

- A. Advantage includes all of the services in Essentials, plus two additional ones: Expert Incident Review and Accelerators.
- **Expert Incident Review** evaluates Cisco TAC cases to identify recommended actions to mitigate recurring or systemic problems and improve network stability and performance. Each quarter, you get one Expert Incident Report that includes a quarterly review of trends, patterns, and remedies for Severity 1 and Severity 2 cases you may have opened with the TAC. Deliverables include: One Expert Incident Report and Recommendations per quarter, plus engagement with TAC and customer engineers to mitigate recurring or systemic problems.
 - **Accelerators** guide successful technology adoption. Deliverables include six technical sessions per year from our catalog of one-to-one technical sessions with Cisco experts to address specific engineering challenges. Each session lasts up to seven hours in duration and is delivered within a two-week period. Session categories include:
 - **Onboarding** - Get expert help to understand the features and deployment considerations of the Cisco solution within your environment.
 - **Implement** - Understand the strategies and deployment best practices for the Cisco solution within your environment.
 - **Use** - Secure guidance to effectively use the features deployed in your environment.
 - **Adopt** - Leverage our expertise to adopt or add features within your environment.
 - **Optimize** - Acquire Cisco advice and guidance to optimize the performance of the features deployed in your environment.

Advantage includes seven foundational services: Operational Insights Review, Change Window Support, Priority Case Management, Expert Review Workshops, Ask the Experts, Expert Incident Review, and Accelerators.

- **Operational Insights Review** provides insights into your network operations to reduce risk, improve performance, and to validate that your network aligns with Cisco best practices and industry standards. Our experts will assist you in prioritizing and implementing our actionable, data-driven recommendations into the decisions and actions needed to align with your objectives for availability, performance, and minimized risk. Deliverables include two Operational Insights Review sessions per month, and a total of 30 reports per year. Reports can include:
 - **Configuration Best Practice Report** - Reduce configuration complexity, misconfigurations, and inconsistent configurations for similar features across Cisco network elements, while also validating that your network aligns with Cisco best practices and industry standards.
 - **Syslog Analysis Report** - Identify the potential risk of service impact to Cisco network elements through an analysis of operational and performance syslog data.
 - **Field Notice Report** - Identify and track Cisco network elements affected by a published Cisco Field Notice.
 - **Hardware Lifecycle Milestone Report** - Identify and track Cisco network elements affected by a published Cisco Product Lifecycle Milestone, such as end of sale (EoS), software maintenance support, or end of life (EoL).
 - **Product Security Advisory Impact Assessment** - Identify Cisco network elements affected by a published Cisco Product Security Advisory with a “critical” or “high” impact rating and gain expert recommendations for how to address the advisory.
 - **Software Management Strategy Report** - Create or update one software management process and procedure document to help address aspects of software strategy, lifecycle management, upgrade planning, and triggers. Gain recommendations for improving software adoption KPIs based on your deployed standards and Cisco recommendations, plus expert advisement related to Cisco published software deferrals or EoS/EoL.
 - **Software Analysis and Release Standard Report** - Gain Cisco analysis of a software release for one platform, plus our expert recommendations for the software version that is right for you.
 - **Risk Mitigation Report** - Get the information you need on crash risk factors for your top 10 impacted Cisco network elements, grouped by clusters to compare Cisco network elements in high-risk clusters with those in low-risk clusters.
- **Change Window Support** provides the expertise of a Cisco consulting engineer in support of your scheduled change window. For each scheduled network change, we will conduct a review of the change before and during your change window, as well as review your Method of Procedures document and test results for implementing Cisco recommendations. Deliverables include four Change Window Support sessions per year, plus expert guidance during change planning, real-time remote consultation during change execution, and Change Implementation Review and Recommendation Reports.
- **Priority Case Management** is a queue-based service that provides monitoring support for high-priority cases and RMAs associated with Cisco TAC severity 1 and 2 cases. Management includes daily tracking and reviews of open severity 1 and 2 service cases, escalation support for entitlement escalations; return material authorization (RMA) monitoring and escalation; and monthly reporting with customer email notification. Deliverables include up to 24 case requests per year during standard business hours.

- **Expert Review Workshops** enhance your team's technical knowledge and skills. Deliverables include four Expert Review Workshops per year, and Best Practices and Recommendation Reports. Review sessions can include:
 - **Configuration Review** - Obtain expert guidance for software feature planning decisions, new software feature configuration, and deployment best practices to identify conformance trends of Cisco network devices that adhere to your policy configuration templates. You get one Configuration Review Report with our recommendations for one Cisco platform, and up to two software features.
 - **Test Review** - A Cisco expert reviews your ready-for-use test plans for new software features and configuration changes in your environment, plus you receive success criteria guidance based on your existing test plan. One Test Review Report is provided, which includes recommendations for one Cisco platform and up to two software features.
 - **Implementation Review** - Leverage Cisco expertise and guidance for implementing new software features and configuration changes. You get one Implementation Review Report that includes recommendations for one Cisco platform and up to two software features.
 - **Strategy Review** - Validate your architecture concept or architecture blueprint with our expert review of your input drivers, and business and technical requirements to ensure alignment with your architecture strategy, vision, and desired outcomes. You get one Strategy Review Report with Cisco recommendations.
 - **Architecture Review** - Translate your business requirements into an architecture management vision, a multi-generation plan, and a target architecture model that aligns with your business and technology objectives. You get one Architecture Review Report with our expert recommendations.
 - **Design Review** - Gain an expert review of your current-state design to determine whether Cisco best practices are incorporated and aligned with your requirements and objectives related to proposed design changes, deployment model considerations, or capacity and growth fulfillment. You receive one Design Review Report with Cisco recommendations.
 - **Resiliency Review** - Identify improvements for availability and resiliency objectives with our expert assessment of your architecture design, configuration changes, and monitoring features. Our recommendations are provided to you in one Resiliency Review Report.
 - **Audit Review** - Let our experts review a targeted area of your environment to determine how certain network elements, technologies, protocols, or solutions are performing to help optimize availability, performance, and security. We provide Cisco best practices and recommendations in one Audit Review Report.
- **Ask the Experts** provides you with unlimited access to a catalog of scheduled open-enrollment or recorded webinar sessions aligned to Cisco's Customer Success Portfolio. These sessions give you access to Cisco experts, who share insights and recommend best practices to help you onboard, implement, use, adopt, and optimize Cisco solutions – and support your success wherever you are in your technology journey.

Premier Tier

Q. How does Premier help organizations create resilient, adaptive, and transformative IT?

- A. BCS Premier empowers large enterprises, service providers, and public sector customers with the right amount of intelligence and guidance when, where, and how often they need it, at every step of their Cisco technology journey. With BCS Premier, customers can proactively prepare for change as they work to make their IT infrastructures more resilient, adaptive, and transformative to support their unique business requirements. While Essentials seeks to optimize performance and de-risk IT, and Advantage accelerates technology adoption and transformation, Premier offers all of these services plus much more.



For example, Essentials and Advantage offer a preset number of engagements and entitlements. Premier provides flexible, nonstop access to expert engagements and entitlements throughout your subscription lifecycle. This approach gives you the flexibility to align resources with the changing priorities of your large-scale, multi-domain solutions. As a result, Premier offers fast access to the insights you need to move at the speed of business with less risk.

Through ongoing engagements with Cisco and our partner experts, you can successfully transition to core Cisco architectures and optimize them to drive transformation and innovation.

Q. What services are available in the Premier tier?

- A. Premier offers the same services as Advantage, plus much more. Table 1 provides an overview of Premier and spotlights the distinctions between each tier.

Table 1. Overview of BCS portfolio and engagements

	Essentials	Advantage	Premier
 Operational Insights Review Sessions	12x per year	24x per year	Flexible, one at a time
 Change Window Support	4x per year	4x per year	Flexible, one at a time
 Priority Case Management	12x per year	24x per year	Flexible, one at a time
 Ask the Experts	No limit	No limit	No limit
 Expert Review Workshops		4x per year	Flexible, one at a time
 Expert Incident Review		4x per year	Flexible, one at a time
 Accelerators		6x per year	Flexible, one at a time

Expertise powered by the analytics, insights, and automation of Cisco Collaborative Intelligence

Q. What architectures are covered in Premier?

- A. Premier provides cross-architecture support for networking, data center, security, and collaboration.

Specialized Expertise

Q. What is Specialized Expertise? What value does it provide, and what tiers does it support?

- A. Specialized Expertise provides organizations of all sizes with access to leading expertise to build an adaptive, highly-skilled workforce. Utilizing a proven Cisco approach, our top talent is equipped with cutting-edge tools and best practices so IT organizations can accelerate transformation, solve complex IT projects, address unplanned events, and fill critical skill gaps on their teams. Specialized Expertise is available co-term with all BCS tiers and includes two options: Scrum Services and Expert-as-a-Service. Services are delivered through Cisco and our partner experts. Subscriptions run co-term with tier selection, and they can run 12-months or longer.

Table 2. BCS Specialized Expertise

Business Critical Services Specialized Expertise

Leading expertise to build an adaptive workforce

Scrum Services

Be ready for anything with an adaptive IT workforce

Select your primary and secondary architecture focus areas

Choose your initial project, scope out project size, and resources needed

- Planning and architecture
- Design and engineering
- Implementation planning and execution
- Assessments, analysis, and testing
- Operations and enablement
- Automation
- Cloud transformation
- Security Readiness
- Talos® security incident response
- Security breach and attack simulation

Delivery methods include onsite local experts, with virtual global or regional option

Expert-as-a-Service

Close technology gaps by adding the precise expertise you need to elevate collective knowledge.

Pinpoint the precise skillset and role needed to perform at peak levels across your teams.

Our role-based experts include:

- Solution architect
- Consulting engineer
- Project manager

Right-size with incremental resourcing to align complexity and scope with your use case

Delivery methods include onsite local experts, with virtual global or regional option

Q. What is Scrum Services, and how does it work?

- A. Scrum Services provides the resources needed to create a highly adaptive and skilled workforce. With flexible IT engagements, you can easily adjust skillsets to match your evolving business needs. To start, select your primary and secondary architecture focus areas, then choose your initial project, scope out the project size (small, medium, large), and determine the resources needed.

Capabilities can include, but are not limited to, planning and architecture, design and engineering, implementation planning and execution, assessments, analysis and testing, and operations and enablement, automation, cloud transformation, security readiness, Talos® security incident response, and security breach and attack simulation.

Q. What is Expert-as-a-Service, and how does it work?

- A. Expert-as-a-Service is designed to augment your team with a dedicated expert who can address specific needs or fill a critical role. Pinpoint the precise skillset and role needed to perform at peak levels and elevate collective knowledge or close talent gaps. For domain knowledge and architectural design support, a solution architect is available. For hands-on confirmation of Cisco technologies, a consulting engineer may be ideal. Or, for large strategic projects that require end-to-end delivery management and team coordination, a project manager can assist.

Addressing your needs

Q. How do individual IT roles benefit from Business Critical Services?

- A. With Business Critical Services, work is aligned with team goals and responsibilities to ensure each IT team member has access to the right level of expertise at the right time, for each area of the business. Our service tiers provide you with value across your IT landscape. For example, with Business Critical Services:

Architecture teams can:

- Align to changing markets and priorities
- Reduce risk and cost without loss of agility
- Reduce operational costs through improved efficiency

Engineering teams can:

- Accelerate deployment of new solutions to support business agility
- De-risk technology transitions
- Align IT designs to changing business needs

NetOps teams can:

- Reduce operational risk across IT systems
- Deliver new services faster for a better experience and higher availability (hardware and software - 99.99 percent)
- Recognize and prevent issues and resolve network issues faster

SecOps teams can:

- Improve the security posture of the organization
- Prevent, protect, and defend against cybersecurity incidents
- Protect company brand and reputation

DevOps teams can:

- Speed time to market
- Accelerate software development and delivery
- Deliver services faster with maximum availability

Q. What results have Cisco customers achieved with Business Critical Services?

A. Although every customer experience is different, Cisco customers have seen improvements in:

- **Architectural agility** - 50 percent more successful transformations
- **Engineering compliance** - 70 percent faster software releases
- **NetOps** - 74 percent less downtime
- **SecOps** - 99 percent reduction in monetary loss from a cyberattack
- **DevOps** - 66 percent faster time to market for applications and services

Business Critical Services experts are ready to help you build resilient, adaptive, and transformative IT. Let's work together to identify the right services so you can achieve your technology objectives.

Q. How long can BCS tiers and Specialized Expertise subscriptions run?

A. Subscriptions are available on a 12-month or multi-year contract. Specialized Expertise subscriptions run co-term with the tier selected.

Ordering, delivery, and onboarding

Q. How can I acquire Business Critical Services?

A. You can purchase BCS tiers and Specialized Expertise directly from your Cisco account representative or through your authorized Cisco partner.

Q. Are BCS tiers and Specialized Expertise available for ordering and delivery?

A. Yes, starting November 8, 2020, all pre-packaged tiers and Specialized Expertise are orderable globally. For more information about specific services, contact your account representative or authorized Cisco partner today.

Q. What does the onboarding process look like?

- A. Once the order has been placed, Cisco will assign a dedicated QuickStart delivery expert to your Cisco account to prepare for onboarding. Team members work directly with you to identify technology requirements, strategies, priorities, and targeted objectives. During this time, Cisco will deploy collection software to capture data and analytics to speed onboarding and to begin the planning process.

Q. Is training available to support the tiers?

- A. Yes, each tier offers continuous engagement with trusted experts throughout your technology journey. If you have questions about specific services, contact your Cisco account representative and/or authorized Cisco partner.

Q. Are there prerequisites for purchasing Business Critical Services?

- A. Yes. Your installed base must be covered by a Cisco-approved support contract, either Smart Net Total Care®, Solution Support, SP Base, Software Support Services (on select software) or a contract-based on Cisco Partner Support Service. To learn more, speak with your Cisco account representative or authorized Cisco partner.

Next steps

Q. Where can I learn more, ask questions, or make suggestions?

- A. For more information about Business Critical Services and how to best use our portfolio to support specific use cases, reach out to your Cisco account representative or authorized Cisco partner today to start the conversation.