How to Buy

Cisco Business Critical Services
for Collaboration
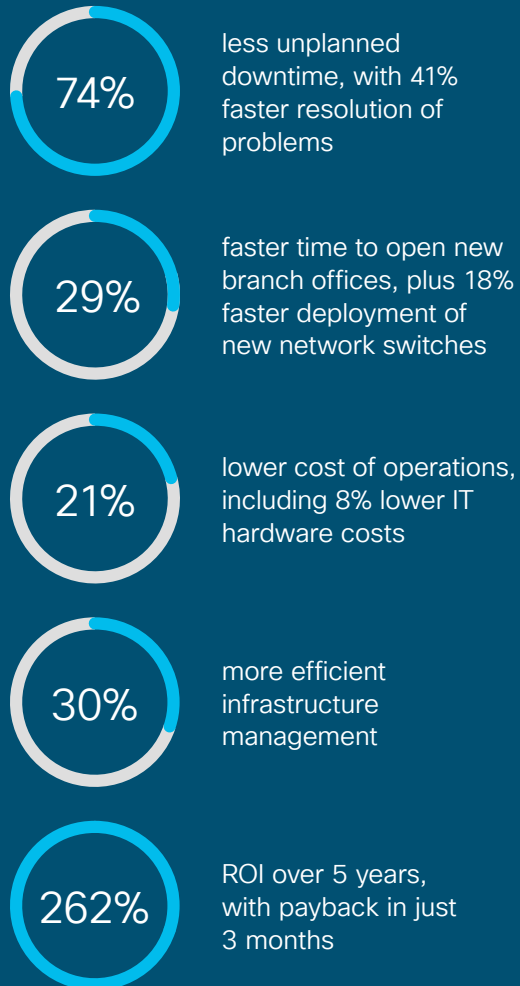
Capabilities to move your business ahead

In today's business world, your organization needs to adjust to the rapidly changing technology landscape to stay competitive. Your employees, users, and partners expect collaboration tools and applications to provide effortless communication and interaction in the work environment, on any device and in any location. To keep pace with technology growth and deliver leading collaborative experiences, you need an optimized collaboration infrastructure. It must be able to scale to support additional users, new software, more endpoints, and added geographic locations, all while IT is under pressure to reduce costs and provide a secure video, voice, conferencing, and instant messaging infrastructure.

Cisco® Business Critical Services for Collaboration help you respond to these challenges. Our next generation of optimization services, they combine our unrivaled engineering expertise with integrated analytics and automation to enable you to predict opportunities, preempt risks, and navigate pivotal technology transitions.

Benefits

- Manage your infrastructure and application environment with more confidence and peace of mind

- Increase IT and end-user productivity

- Control costs

- Pave the way for IT and business innovation and support growth

- Reduce risk

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Optimization services can produce results such as:

74% less unplanned downtime, with 41% faster resolution of problems

29% faster time to open new branch offices, plus 18% faster deployment of new network switches

21% lower cost of operations, including 8% lower IT hardware costs

30% more efficient infrastructure management

262% ROI over 5 years, with payback in just 3 months

Source: Cisco Optimization Services Executive Summary by IDC 2017

The challenge: Maintain stability and performance while reducing risk

You need to maintain a secure, efficient, and agile collaboration infrastructure, while at the same time enabling business growth and increased productivity. This is harder than ever.

Optimizing your collaboration infrastructure can help you improve process maturity for greater cost efficiency. The results? Customers who optimized their infrastructure have reduced TCO by 21 percent and realized a 5-year ROI of more than 262 percent, with almost immediate payback.*

* IDC White Paper, Business Value of Cisco Optimization Services, 2017

What do you get with Business Critical Services for Collaboration?

Extraordinary outcomes are closer than you think

As our team guides yours along the path from digital operations to transformation, you'll see a range of outcomes. With offerings that cover Analytics, Automation, Compliance and Remediation, and Security, our services enable smarter decision making, reduce complexity, decrease risk, and protect your business from threats. Below are just some examples of the many outcomes you can see from the more than 100 Business Critical Services available to help you succeed.

Expert guidance	Get expert recommendations for best practices for maintaining your collaboration solutions, as well as recommended remediation to address compliance and security gaps.
Value realization	Evaluate your solutions through the lens of business value. Tune your technologies and add the latest innovations to deliver the capabilities your business needs.
Collaboration automation	Gain expert assistance to deploy and configure a secure, automated Cisco Collaboration solution, plus a Testing Services Architecture Design to help ensure ideal user experiences.
Sustainable infrastructure	Reduce complexity by making sure your deployed technologies all work well together, from cloud to on-premise or hybrid—we'll integrate them seamlessly, and solve any issues.

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Why Cisco?

When you find the right balance between availability and performance, you can have more strategic business conversations with IT at the helm. With direct access to the people, processes, and tools needed to compete in a rapidly changing world, you can focus on finding ways to fuel business and technology innovation.

By partnering with Cisco, you can proactively mitigate risk and focus on the needs of your business. We can help you find the right balance of time and resources to improve performance and availability, so you can keep pace with your growing business while reducing IT costs.

No matter where you are in your transformation journey, Business Critical Services offer three outcome-based themes that align your business goals and operations with your vision for collaboration.

Next steps

Where are you in this journey? Connect with your Cisco Services representative or Cisco partner to start the conversation, and learn more.

How to buy

To view buying options and speak with a Cisco sales representative, visit www.cisco.com/c/en/us/buy.

Reduce risk, boost productivity, and lower costs

Business Critical Services help you address the challenges facing your IT organization by solving the issues you have today and preparing you for the future. We have organized these services across three themes to help you identify where we can assist you in meeting your needs at any stage of transformation:

Foundation	Acceleration	Transformation
Small reductions in Operating Expenses (OpEx) can mean a big impact on your business. Foundation helps you align your operations and strategy with your IT vision and Cisco and leading best practices. Actionable analytics and technology assessments promote increased visibility, stability, and efficiency through change. Compliance and remediation support can save you time and money while reducing risk. Foundation helps reduce OpEx—so you can shift your investments to other transformational initiatives.	To stay ahead of the curve, you need the ability to act with agility and precision. Acceleration includes design support to help ensure stability and reduce risk. These services further help you decrease risk with orchestration and automation that speed time-to-value and cut OpEx, and with security assessments that protect your business. Acceleration works to increase the value of your technology—and helps you realize it quickly.	Successful innovation requires a clear strategy and plan for change. Transformation provides assessments and an ongoing architectural strategy to align your IT vision with your evolving business needs. It also addresses governance and adoption to enable programmatic innovation and technology impact. These services leverage Cisco expertise to define a transformation management strategy and plans to help you realize the business outcomes that keep you competitive today—and tomorrow.