Cisco
Customer Experience

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Cisco Business Critical Services Catalog

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Business Critical Services

We know your IT organization must become resilient, adaptive, and transformative. That's why we developed Cisco® Business Critical Services to help you address unprecedented change and today's evolving business priorities. Our services are designed to help you increase availability and drive innovation for greater revenue and growth.

Overview

In today's fast-moving business world, you need technology to help drive competitive advantage. Business Critical Services are a tiered subscription offering that provides key IT roles with access to trusted experts who bring insights based on our knowledge of your environment and powered by our proprietary analytics and automation tools. All these elements work together to help you predict operational risk, improve performance, and reduce costs.

Cisco Business Critical Services are backed by more than 35 years of technology implementations and intellectual capital earned from millions of Cisco Technical Assistance Center (TAC) cases handled each year. Plus, our deep expertise spans next-generation technologies, regulatory standards, and industry-leading conventions.

Our trusted expertise, coupled with the analytics, insights, automation, innovation, and intellectual capital developed and delivered by Cisco CX, make Business Critical Services a unique and differentiated offer within our business and across the industry.

This catalog provides an overview of the features offered with our services as we work with you to optimize, adopt, and transform your infrastructure, while helping you accelerate decision making with less risk at every step of the IT lifecycle.

Insights powered by analytics and automation

These services give you access to the right level of expertise, analytics, insights, and automation—where, when, and how you need it. From evaluation to transformation, trusted Cisco experts will provide guidance and use telemetry and other tools to enable continuous optimization and value from your Cisco IT investments.

Our services help you address risk more efficiently to help you accelerate high performance and transformation by providing guidance, continuous engagement, analytics, and insights that deliver value to key IT functions across all architectures.

Telemetry, data, and benchmarking. AI and machine learning insights. Automation and remediation. With these services, you gain access to tailored, data-driven insights you can use to take smarter actions across your Cisco architectures. Securely, automatically, and efficiently.

Telemetry, data, and benchmarking	AI and ML insights	Automation and remediation
• Secure and intelligent routing	• Patented algorithms and machine learning	• Streamlined routine tasks
• Always-on data conditioning	• Prioritized remediation recommendations	• Accelerated testing with less risk
• Global industry benchmarking	• Prediction and prevention of downtime	• Analytics-driven recommendations

Fundamental pillars

At Cisco, we recognize that immense complexity goes into planning and integrating technology, and technology outcomes need to be clearly defined along the way. Business Critical Services make it easier for Cisco experts to align your goals with specific use cases to accelerate deployment, detection, and remediation, at every stage of the technology journey. All powered by analytics, insights, and automation.

To improve performance and accelerate transformation, the Business Critical Services portfolio is built upon three fundamental pillars:

- **Guidance throughout the technology lifecycle.** Gain expert advice, best practices, and proven methodologies focused on industry-wide solutions to guide you and help accelerate every stage of the IT lifecycle, from implementation and onboarding to adoption and optimization of new technology transformations.

- **Continuous engagement.** Engage in multiple sessions with experts who provide proactive recommendations powered by data-driven insights that help achieve change and technology objectives, plus ongoing access to CX insights and knowledge to enable risk prediction and improved performance.

- **Value for key IT roles.** Empower your teams to architect a next-generation strategy, engineer for changing business needs, predict and resolve network operations issues, improve security posture, and accelerate the development and delivery of applications and solutions to market.

These core components are essential to ensuring the highest quality of service is delivered—when, where, and how you need it—to achieve the outcomes you want.

Value for key IT roles

When thinking of IT transformational goals, efforts, and challenges, you must consider all your IT teams. We developed Cisco Business Critical Services to provide the most value for the specific IT roles within your organization: Architecture, Engineering, NetOps, SecOps, and DevOps.

- **Architecture** teams can quickly design an IT strategy that aligns with business intent in real-time with strategy and architecture remote workshops

- **Engineering** teams can de-risk technology transitions and accelerate deployment of new solutions using our design, implementation, and testing workshops, plus automated testing and one-on-one coaching.

- **NetOps** teams can maintain a secure, always-on next-generation network using predictive analytics, routine task automation, and interactive technical webinars.

- **SecOps** teams can protect and defend against security threats with guidance for security strategy, segmentation, proactive defense, and emergency response.

- **DevOps** teams can speed time to market for new applications and services through continuous application deployment and testing support.

Available tiers

To speed time to value from your Cisco technology investments, we restructured and simplified the Business Critical Services portfolio into three tiers—Essentials, Advantage, and Premier—plus two additional Specialized Expertise services that are available with any tier. Both 12-month and multi-year subscription services are available for all tiers.

The graphic below provides a snapshot of our offerings, followed by more details about what you get with each tier of Business Critical Services.

Premier

Advantage

Essentials

Optimize performance and de-risk IT

Accelerate technology adoption and transformation

Address the changing priorities of your large multi-domain Cisco solutions with expertise, when and where you need it

Specialized Expertise from Cisco and our partners

Scrum Services

Proactively address your top initiatives throughout the lifecycle with flexible IT engagements that allow you to easily adjust skillsets to match your evolving business

Expert-as-a-Service

Close technology gaps by adding the precise expertise you need to elevate collective knowledge and perform at peak levels

Creating resilient, adaptive, and transformative IT

Core Networking   Data Center   Security   Collaboration

Essentials

Essentials provides busy IT teams with access to expertise, analytics, automation, and best practices to help them optimize performance and de-risk IT across multiple architectures, such as Core Networking, Data Center, Security, and Collaboration. Teams can optimize IT operational performance through 28 engagements or more with Cisco experts, benefiting from deep analytics and predictive insights combined with expert guidance to build a resilient and stable environment.

Advantage

Advantage includes all the capabilities of Essentials plus additional guidance that enables accelerated transformation and adoption. By continuously engaging with Cisco experts 66 times or more throughout the year, IT teams have the expertise and guidance they need create the right architectural strategy and plan, design, implementation, and testing plans to achieve their technology goals. Teams can also engage more often and in new ways with expert-led group workshops, one-on-one coaching sessions, and interactive engagements aligned to use cases throughout the technology lifecycle.

Premier

Premier provides continuous access to Cisco and partner experts, giving you the flexibility to align resources with the changing priorities of large-scale, multi-domain solutions. As a result, you get fast, flexible access to the expertise and insights you need, when you need it, to move at the speed of business with less risk.

By delivering insights and expert guidance as you need it, Premier addresses your unique technology requirements to further accelerate adoption and transformation. Premier provides scale to the core value of Business Critical Services, making Cisco's proprietary insights and intellectual capital available from Cisco and Cisco partners in an easy-to-order and utilize package. And it includes all the features of Essentials and Advantage, but with unlimited expert engagements.

Specialized Expertise

To augment and bolster your IT teams by speeding transitions and addressing skills gaps, we've developed two new services to help you create an adaptive IT environment: Scrum Services and Expert-as-a-Service. These can be delivered through a mix of remote and onsite work (where available) or delivered through the Cisco CX Centers for a fully virtual model.

Read on to find more details on the expertise and guidance you get with each tier of our services.

Essentials

Designed to support small and medium-sized businesses, Essentials gives your busy IT teams access to expertise, analytics, automation, and best practices to help them improve performance and de-risk IT. You can optimize IT operational performance through 28 engagements or more with Cisco experts, using deep analytics and predictive, data-driven insights combined with our guidance to build a resilient and stable environment. Essentials includes these foundational services: Expert Review Workshops, Operational Insights Review, Change Window Support, and Ask the Experts.

Operational Insights Review

Operational Insights Review provides data-driven expert recommendations based on your specific network analytics to prioritize decisions and sequenced actions within your Cisco environment. These reviews can optimize network performance, stability, and availability, identify areas of risk, and validate that your network aligns with Cisco best practices and industry standards. The reviews also address software strategy, lifecycle management, upgrade planning, and triggers. Deliverables include a monthly meeting (up to 12 per year) to review selected Operations Insights Reports and guide you to act as needed based on the data. Available reviews and reports are detailed below.

Configuration Best Practice Report

Validate that your network aligns with configuration best practices guidelines to help reduce configuration complexity and issues. Up to two reports are available per year.

Syslog Analysis Report

This service uses Cisco's rules-based machine learning algorithms to analyze the operational and performance syslog data from your Cisco network elements. We identify potential risks and service impact and make recommendations for improving your network. Up to four reports are available per year.

Field Notice Report

Identify exposure and risk around your Cisco hardware inventory and get recommendations consistent with Cisco advisories aligned to your specific deployment. This helps you proactively identify and plan for remediation of known hardware risks to prevent unplanned network events. Up to two reports are available per year.

Hardware Lifecycle Milestone Report

Identify aging Cisco hardware to help proactively plan migration and budgetary strategies, as well as avoid the presence of unsupported hardware. Up to two reports are available per year.

Product Security Advisory Impact Assessment

Proactively identify network elements affected by a published security advisory and gain visibility into non-Cisco hardware installed in your environment. You also receive consultative guidance to determine an appropriate response. Up to two reports are available per year.

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 end-of-sale (EOS) or end-of-life (EOL). This process helps establish a flexible methodology for managing software to promote increased stability and availability. One report available per year.

Software Analysis and Release Standard Report

Gain Cisco analysis of your software release for one platform, plus our expert recommendations for the software version that is right for you. Up to two reports are available per year, along with recommendations to help you reduce risk and maintain service availability.

Risk Mitigation Report

Get the information you need on crash risk factors for your top 10 impacted Cisco network elements, grouped by clusters, that can be used to compare high- and low-risk clusters using Cisco's advanced machine learning algorithms and data analysis. This can more comprehensively determine better risk mitigation activities. Up to four reports are available per year.

Technology Review Call

Meet with a Cisco expert to review and discuss pre-selected Operational Insights Reports. Up to 12 meetings are available per year.

Change Window Support

With this service, you benefit from the expertise of a Cisco consulting engineer in support of your scheduled change window. For each scheduled network change up to four times per year, 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's recommendations. Deliverables include four Change Window Support sessions per year, expert guidance during change planning, remote consultation during change execution, and Change Implementation Review and Recommendation Reports.

Priority Case Management

This is a queue-based remote service that provides monitoring and escalation support for your Severity 1 and Severity 2 Cisco Technical Assistance Center (TAC) cases and associated RMAs, during standard business hours. As part of the service, you gain access to a skilled operations manager, a single point-of-contact who is focused on case monitoring, coordination on reactive issues, and escalation to help rapidly repair your network. We actively monitor your open Severity 1 and 2 service requests, and collaborate with Cisco TAC engineers to analyze and expedite issue resolution. In addition to our case tracking and data analytics, you also get monthly reporting that provides operational insights you can use to help restore service operations quickly. Deliverables include one review per month, up to a total of 12 reviews per year.

Ask the Experts

Use our Ask the Experts sessions to guide your technology implementation. We provide you with unlimited access to 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 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

Advantage includes all the capabilities of Essentials plus two additional services: Expert Incident Review and Accelerators. This additional guidance enables accelerated transformation and adoption for medium-sized enterprises, governments, and cloud providers. By engaging with Cisco experts up to 40 times throughout the year, IT teams can create the right architectural strategy and plan, engineering design, implementation, and testing to achieve their technology goals. Teams can also engage more often and in new ways with expert-led group workshops, one-on-one coaching sessions, and interactive engagements aligned to use cases throughout the technology lifecycle.

Operational Insights Review

Operational Insights Review provide data-driven expert recommendations based on your specific network analytics, to prioritize decisions and sequenced actions within your Cisco environment. These reviews can optimize network performance, stability, and availability, identify areas of risk, and validate that your network aligns with Cisco best practices and industry standards. Reviews also address software strategy, lifecycle management, upgrade planning, and triggers. Deliverables include two monthly meetings (up to 24 per year) to review selected Operations Insights Reports and guide you to act as needed based on the data. Available reviews and reports are detailed below.

Configuration Best Practice Report

Validate that your network aligns with configuration best practices guidelines to help reduce configuration complexity and issues. Up to four reports are available per year.

Syslog Analysis Report

This service uses Cisco's rules-based machine learning algorithms to analyze the operational and performance syslog data from your Cisco Network elements. We identify potential risks and service impact and make recommendations for improving your network. Up to four reports are available per year.

Field Notice Report

Identify exposure and risk around your Cisco hardware inventory and get recommendations consistent with Cisco advisories aligned to your specific deployment. This helps you proactively identify and plan for remediation of known hardware risks to prevent unplanned network events. Up to four reports are available per year.

Hardware Lifecycle Milestone Report

Identify aging Cisco hardware to help proactively plan migration and budgetary strategies, as well as avoid the presence of unsupported hardware. Up to four reports are available per year.

Product Security Advisory Impact Assessment

Proactively identify network elements affected by a published security advisory and gain visibility into non-Cisco hardware installed in your environment. You also receive consultative guidance to determine an appropriate response. Up to four reports are available per year.

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. This process helps establish a flexible methodology for managing software to promote increased stability and availability. One report is available per year.

Software Analysis and Release Standard Report

Gain Cisco analysis of your software release for one platform, plus our expert recommendations for the software version that is right for you. Up to three reports are available per year, along with recommendations to help you reduce risk and maintain service availability.

Risk Mitigation Report

Get the information you need on crash risk factors for your top 10 impacted Cisco network elements, grouped by clusters, that can be used to compare high- and low-risk clusters using Cisco's advanced machine learning algorithms and data analysis. This can more comprehensively determine better risk mitigation activities. Up to six reports are available per year.

Technology Review Call

Meet with a Cisco expert to review and discuss pre-selected Operational Insights Reports. Up to 24 meetings are available per year.

Expert Review Workshops

This service helps enhance your team's technical knowledge and skills with high-touch, expert guidance. With Advantage, you get all the Expert Review Workshops of Essentials, plus five more covering strategy, architecture, design, resiliency, and audit. You get up to four of the following Cisco Expert Review sessions per year.

Configuration Review

Our engineers help guide standardization decisions and feature configuration best-practices to improve configuration templates and lower implementation execution risk. Also, with our help, you gain new software feature configuration and proven deployment methods to identify conformance trends of Cisco network devices that adhere to your policy configuration templates. You get a Configuration Review Report with our recommendations for one Cisco platform.

Test Review

Get expert Cisco help to guide your success criteria for best-practices testing strategy, operational testing plans and Method of Procedures. This can lower implementation execution risk and improve success KPIs for both testing and implementation, as well as repeatability and agility. You receive a Test Review Report that includes our recommendations for one Cisco platform.

Implementation Review

Draw from Cisco expert advice and guidance on your implementation plan for new software features and configuration changes to improve overall plans and lower execution risk. You get an Implementation Review Report that includes our recommendations for one Cisco platform.

Strategy Review

Validate your architecture concept or blueprint with our expert review of your input drivers and business and technical requirements. This can ensure you are aligned with your architecture strategy, vision, and desired outcomes. You get a Strategy Review Report with Cisco's recommendations that will improve target architectural model, KPIs, and help enable successful transitions.

Architecture Review

Translate your business requirements into an architecture management vision, multi-generation plan, and target an architecture model that aligns with your business and technology objectives. You get an Architecture Review Report

with our expert recommendations to assist with improved KPIs for innovation, time to market, competitive agility, and successful technology transitions.

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 a Design Review Report with Cisco recommendations to help reduce redesign impact and get faster time to market for new solutions.

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 a Resiliency Review Report. This analysis can increase infrastructure and services availability, and reduce operational risk.

Audit Review

Our experts review a targeted area of your IT environment to evaluate how network elements, technology, protocols, or solutions are performing. You get Cisco best practices and recommendations to help you optimize availability, performance, and security in an Audit Review Report.

Change Window Support

With this service, you benefit from the expertise of a Cisco consulting engineer in support of your scheduled change window. For each scheduled network change up to four times per year, 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's recommendations. Deliverables include four Change Window Support sessions per year, expert guidance during change planning, remote consultation during change execution, and Change Implementation Review and Recommendation Reports.

Priority Case Management

This is a queue-based remote service that provides monitoring and escalation support for your Severity 1 and Severity 2 Cisco Technical Assistance Center (TAC) cases and associated RMAs, during standard business hours. As part of the service, you gain access to a skilled operations manager, a single point-of-contact who is focused on case monitoring, coordination on reactive issues, and escalation to help rapidly repair your network. We actively monitor your open Severity 1 and 2 service requests, and collaborate with Cisco TAC engineers to analyze and expedite issue resolution. In addition to our case tracking and data analytics, you also get monthly reporting that provides operational insights you can use to help restore service operations quickly. Deliverables include two reviews per month, up to a total of 24 reviews per year.

Ask the Experts

Use our Ask the Experts sessions to guide your technology implementation. We provide you with unlimited access to 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 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.

Expert Incident Review

We work with you to evaluate your Cisco TAC cases to identify root causes and recommend actions to improve network stability and performance. Each quarter (four times per year), you receive an Expert Incident Report that includes a review of trends, patterns, and remedies for Severity 1 and Severity 2 cases you opened with TAC. We also offer recommendations to help you identify the root cause and appropriate actions to mitigate recurring or systemic problems. Deliverables include: One Expert Incident Review and Recommendation Report per quarter, plus engagement with TAC and Cisco engineers on root cause analysis to mitigate recurring or systemic problems.

Accelerators

We guide and speed your successful technology adoption with Cisco Expert knowledge transfer to your IT teams via one-on-one remote technical sessions with Cisco experts. You can choose from an extensive library of topics to address your specific technology use cases and challenges. Deliverables include six technical sessions per year (remote or on-site) to address specific engineering challenges. Each session is up to seven hours in duration and is delivered within a two week period. Session categories include:

- **Onboard.** Get expert help to understand the features and deployment considerations of your Cisco solutions.

- **Implement.** Understand the best practices for strategies and deployment related to the Cisco solutions within your environment.

- **Use.** Gain analytics-driven guidance for effective use of the solution features deployed in your environment.

- **Engage.** Interact with industry-leading Cisco experts who help you use and scale Cisco tools and solutions by providing insights and guidance driven by leading analytics.

- **Adopt.** Take advantage of our expertise for adopting deployed features and planning to add features within your environment.

- **Optimize.** Enjoy Cisco advice and guidance that helps you optimize the performance of the deployed solution features.

Premier

Premier helps speed transition to Cisco architectures and improve performance by providing unlimited access to the right skills and insights. This tier includes all the elements of both Advantage and Essentials—but with continuous Cisco engagements—and addresses your unique technology requirements with cross-architecture support and guidance for the most strategic or critical initiatives. Premier helps you move at the speed of business with less risk and faster time to value by giving you unlimited access to the insights you need to support successful, large multi-domain solutions.

Operational Insights Review

Operational Insights Review provides data-driven expert recommendations based on your specific network analytics, to help you prioritize decisions and sequenced actions within your Cisco environment. These reviews can optimize network performance, stability, and availability, identify areas of risk, and validate that your network aligns with Cisco best practices and industry standards. Reviews also address software strategy, lifecycle management, upgrade planning, and triggers. We conduct meetings with you (one at a time per architecture to review selected Operations Insights Reports and guide you to act as needed based on the data. Available reviews and reports are detailed below.

Configuration Best Practice Report

Validate that your network aligns with configuration best practices guidelines to help reduce configuration complexity and issues.

Syslog Analysis Report

This service uses Cisco's rules-based machine learning algorithms to analyze the operational and performance syslog data from your Cisco Network elements. We identify potential risks and service impact and make recommendations for improving your network.

Field Notice Report

Identify exposure and risk around your Cisco hardware inventory and get recommendations consistent with Cisco advisories aligned to your specific deployment. This helps you proactively identify and plan for remediation of known hardware risks to prevent unplanned network events.

Hardware Lifecycle Milestone Report

Identify aging Cisco hardware to help proactively plan migration and budgetary strategies, as well as avoid the presence of unsupported hardware.

Product Security Advisory Impact Assessment

Proactively identify network elements affected by a published security advisory and gain visibility into non-Cisco hardware installed in your environment. You also receive consultative guidance to determine an appropriate response.

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. This process helps establish a flexible methodology for managing software to promote increased stability and availability.

Software Analysis and Release Standard Report

Gain Cisco analysis of your software release for one platform, plus our expert recommendations for the software version that is right for you. This includes a report and recommendations to help you reduce risk and maintain service availability.

Risk Mitigation Report

Get the information you need on crash risk factors for your top 10 impacted Cisco network elements, grouped by clusters, that can be used to compare high- and low-risk clusters using Cisco's advanced machine learning algorithms and data analysis. This can more comprehensively determine better risk mitigation activities.

Technology Review Call

Meet with a Cisco expert to review and discuss pre-selected Operational Insights Reports.

Expert Review Workshops

This service helps enhance your team's technical knowledge and skills by providing the flexibility to engage with Cisco experts when you need. You get as many workshops as you need (one at a time per architecture), so you always have Cisco's guidance at hand. Details on available workshops are provided below.

Configuration Review

Our engineers help guide standardization decisions and feature configuration best-practices to improve configuration templates and lower implementation execution risk. Also, with our help, you gain new software feature configuration and proven deployment methods to identify conformance trends of Cisco network devices that adhere to your policy configuration templates. You get a Configuration Review Report with our recommendations.

Test Review

Get expert Cisco help to guide your success criteria for best-practices testing strategy, operational testing plans and Method of Procedures. This can lower implementation execution risk and improve success KPIs for both testing and implementation, as well as repeatability and agility. You receive a Test Review Report that includes our recommendations.

Implementation Review

Draw from Cisco expert advice and guidance on your implementation plan for new software features and configuration changes to improve overall plans and lower execution risk. You get an Implementation Review Report that includes our recommendations.

Strategy Review

Validate your architecture concept or blueprint with our expert review of your input drivers and business and technical requirements. This can ensure you are aligned with your architecture strategy, vision, and desired outcomes. You get a Strategy Review Report with Cisco's recommendations that will improve target architectural model, KPIs, and help enable successful transitions.

Architecture Review

Translate your business requirements into an architecture management vision, multi-generation plan, and target an architecture model that aligns with your business and technology objectives. You get an Architecture Review Report with our expert recommendations to assist with improved KPIs for innovation, time to market, competitive agility, and successful technology transitions.

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 a Design Review Report with Cisco recommendations to help reduce redesign impact and get faster time to market for new solutions.

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 a Resiliency Review Report. This analysis can increase infrastructure and services availability, and reduce operational risk.

Audit Review

Our experts review a targeted area of your IT environment to evaluate how network elements, technology, protocols, or solutions are performing. You get an Audit Review Report with Cisco best practices and recommendations to help you optimize availability, performance, and security.

Change Window Support

With this service, you benefit from 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's recommendations. You gain unlimited access to expert guidance during change planning, remote consultation during change execution, and Change Implementation Review and Recommendation Reports.

Priority Case Management

This is a queue-based remote service that provides monitoring and escalation support for your Severity 1 and Severity 2 Cisco Technical Assistance Center (TAC) cases and associated RMAs, during standard business hours. As part of the service, you gain access to a skilled operations manager, a single point-of-contact who is focused on case monitoring, coordination on reactive issues, and escalation to help rapidly repair your network. We actively monitor your open Severity 1 and 2 service requests, and collaborate with Cisco TAC engineers to analyze and expedite issue resolution. In addition to our case tracking and data analytics, you also get regular reporting that provides operational insights you can use to help restore service operations quickly.

Ask the Experts

Use our Ask the Experts sessions to guide your technology implementation. We provide you with unlimited access to 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 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.

Expert Incident Review

We work with you to evaluate your Cisco TAC cases to identify root causes and recommend actions to improve network stability and performance. As many times as you need per year, you receive an Expert Incident Report that

includes a review of trends, patterns, and remedies for Severity 1 and Severity 2 cases you opened with TAC. We also offer recommendations to help you identify the root cause and appropriate actions to mitigate recurring or systemic problems. Deliverables include: One Expert Incident Review and Recommendation Report per quarter, plus engagement with TAC and Cisco engineers on root cause analysis to mitigate recurring or systemic problems.

Accelerators

Guide and speed your successful technology adoption with Cisco expert knowledge transfer to your IT teams via unlimited, one-on-one remote technical sessions with Cisco experts. You can choose from an extensive library of topics to address your specific technology use cases and challenges. You get access to technical sessions that address your specific engineering challenges, when you need them. Each session is up to seven hours in duration and is delivered within a two-week period. Session categories include:

- **Onboard.** Get expert help to understand the features and deployment considerations of your Cisco solutions.

- **Implement.** Understand the best practices for strategies and deployment related to the Cisco solutions within your environment.

- **Use.** Gain analytics-driven guidance for effective use of the solution features deployed in your environment.

- **Engage.** Interact with industry-leading Cisco experts who help you use and scale Cisco tools and solutions by providing insights and guidance driven by leading analytics.

- **Adopt.** Take advantage of our expertise for adopting deployed features and planning to add features within your environment.

- **Optimize.** Enjoy Cisco advice and guidance that helps you optimize the performance of the deployed solution features.

CX BCS lifecycle prepackaged portfolio and engagements

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

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

Specialized Expertise

Specialized Expertise for Business Critical Services enable organizations of every size to quickly respond to changing priorities by providing technical expertise so you can create an adaptive workforce and fill any skillset gaps on your team. You gain access to a top talent pool backed by a cast of thousands and supported by cutting-edge tools and best practices. With the precise expertise you need from Cisco or CX Specialized Partners, you can drive innovation, speed transitions, and solve your IT challenges. Specialized Expertise is available for purchase with all three Business Critical Services tiers.

Scrum Services

Quickly assemble an adaptive workforce with embedded expertise and the latest intellectual capital to address your top-priority projects or address unexpected events throughout the technology lifecycle. Comprised of Core Networking, Data Center, Collaboration, or Security experts, these groups will support focused engagements or address unexpected events to assist you as needed. Our Scrum Services can be sized up front based on your projected requirements related to your primary architecture focus areas. This structure allows you to set up prioritized skillsets depending on your specific business needs, while also making it easier to quickly pivot to your most strategic or urgent projects.

Our team can work with you both remotely and on site throughout the lifecycle on a variety of projects including:

- Planning and Architecture
- Design and Engineering
- Implementation Planning and Execution
- Assessments, Analysis, and Testing
- Operations and Enablement
- Security Readiness
- Automation
- Cloud Transformation
- Talos® Incident Response
- Security Breach and Attack Simulation

Expert-as-a-Service

Close talent gaps with the precise expertise you need to perform at peak levels. With Expert-as-a-Service, you can right-size and align resources with the complexity, scope, and duration of your specific use case. Match the capabilities of our expert to your project and required capabilities by choosing:

- Architecture expertise for strategy and design
- Technology expertise for design, configuration, and testing
- Certified project management professional expertise to drive projects to achieve end goals

You may select a solution architect for domain knowledge and architectural design and support, or a consulting engineer could be the right choice for hands-on confirmation of your Cisco technologies. Or, for large strategic projects that require end-to-end delivery management and team coordination, a project manager can assist.

Watch this video to understand how our Specialized Expertise offers provide expert talent and flexible support, powered by Cisco analytics, insights, and automation, through two services: Scrum Services and Expert-as-a-Service.
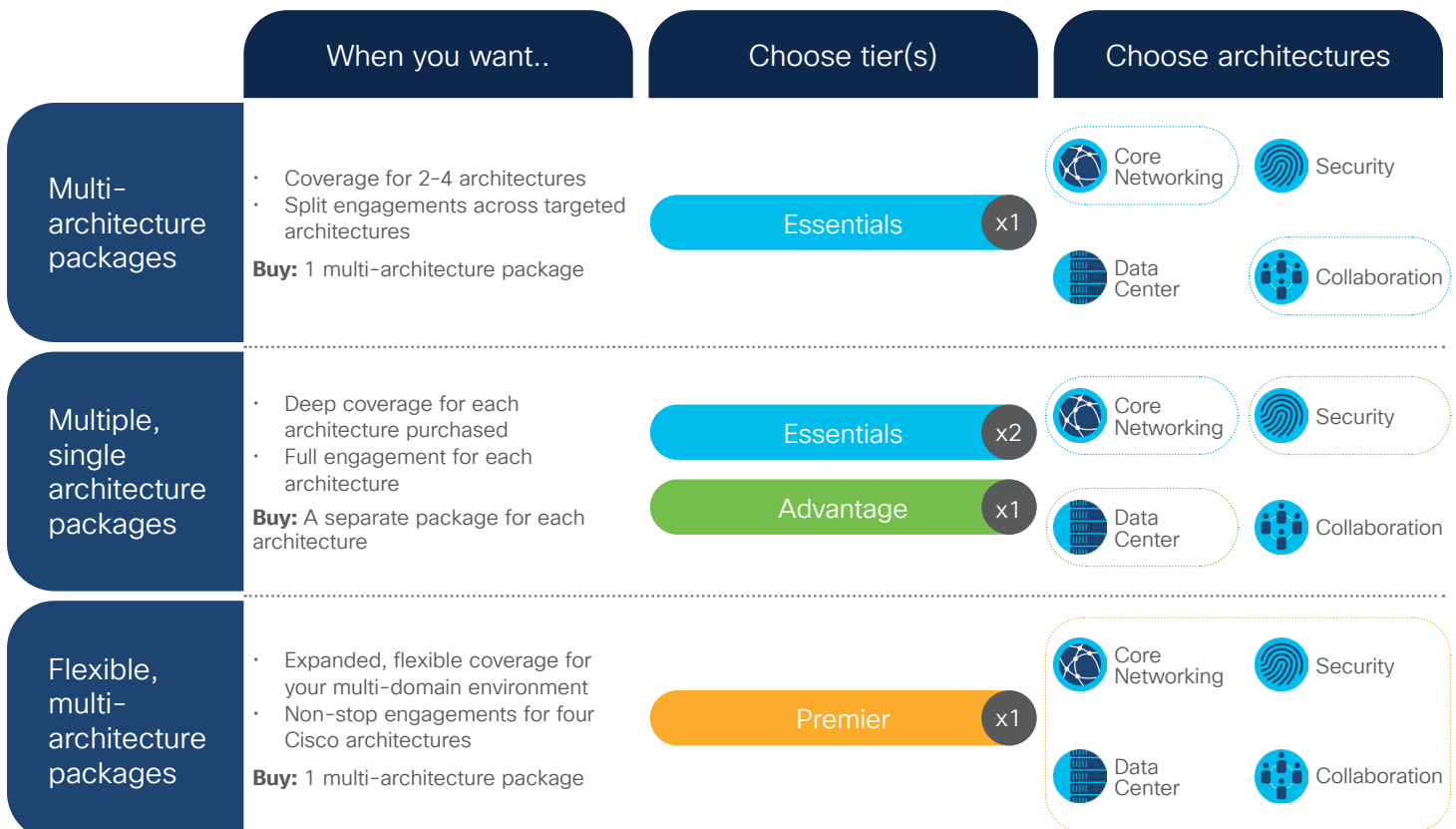
Covered architectures

Selecting an architecture package

How do you choose the right Business Critical Services tier for your specific Core Networking, Data Center, Security, and Collaboration architecture needs to ensure you're covered? Our services allow for flexible delivery across architectures, so that you get the architecture-specific support you need, when you need it. Available options are detailed below.

- **Multi-architecture packages:** Choose a single tier that utilizes the pre-packaged capabilities across multiple architectures. With one multi-architecture package, you gain coverage for two-four architectures, and can split your engagements across the selected architectures. For example, you could choose one Essentials package for Core Networking and Collaboration, and apply the number of engagements where needed across those two architectures.

- **Multiple, single architecture packages:** Select an individual tier for each architecture and get the entire number of available packaged capabilities for the chosen architectures. With a separate package for each architecture, you gain deep coverage and full engagement for each architecture purchased. For example, you could choose two Essentials packages, one for Core Networking and one for Security, as well as one Advantage package for Data Center, and apply the full number of engagements available to each of the selected architectures.

- **Flexible, multi-architecture packages:** Get expanded, flexible coverage for four Cisco architectures in your multi-domain environment. With one comprehensive, cross-domain Premier package, you gain non-stop engagements for all four Cisco architectures: Core Networking, Security, Data Center, and Collaboration. For example, when you choose the Premier package, you get continuous engagements with Cisco experts for all your architecture needs.

See the image below for an example of how you may choose the coverage you need.

	When you want..	Choose tier(s)	Choose architectures			
Multi-architecture packages	• Coverage for 2-4 architectures • Split engagements across targeted architectures **Buy:** 1 multi-architecture package	Essentials x1	Core Networking	Security	Data Center	Collaboration
Multiple, single architecture packages	• Deep coverage for each architecture purchased • Full engagement for each architecture **Buy:** A separate package for each architecture	Essentials x2 Advantage x1	Core Networking	Security	Data Center	Collaboration
Flexible, multi-architecture packages	• Expanded, flexible coverage for your multi-domain environment • Non-stop engagements for four Cisco architectures **Buy:** 1 multi-architecture package	Premier x1	Core Networking	Security	Data Center	Collaboration

Cisco architectures and technologies

Multi-architecture support is available for Core Networking, Data Center, Security, and Collaboration for both Essentials and Advantage tiers. Premier provides cross-architecture support for Core Networking, Data Center, Security, and Collaboration. NOTE: For exclusions, please refer to the Cisco Business Critical Services Service Description.

Core Networking

- **Routing and switching** technology-aligned services support all Cisco products and technologies that forward and/or process routed IP and switched Ethernet traffic, hardware, virtual infrastructure appliances, software-defined access switches, and controllers.

- **Wireless networking** technology-aligned services support all Cisco Unified Network Wireless products, including wireless LAN (WLAN) access points (AP), wireless controllers and wireless network management, Connected Mobile Experiences (CMX), and Mobility Services Engine (MSE).

- **Network management and orchestration**-aligned services include Cisco Application Policy Infrastructure Controller Enterprise Module (APIC-EM), Cisco Digital Network Architecture Center (Cisco DNA Center™), Cisco Prime® Infrastructure, Cisco Prime Network, Cisco Prime Optical, Cisco Prime Central, Cisco Prime Performance Manager, Cisco Prime Provisioning, Cisco Prime Access Registrar, Cisco Prime Network Registrar, Cisco Evolved Programmable Network (EPN) Manager, Cisco WAN Automation Engine (WAE), and other Cisco OSS and network management software.

- **Next-generation cable access** technology-aligned services support Cable Modem Termination System (CMTS), Cisco Converged Broadband Router (cBR-8) platform, Evolved Converged Cable Access Platform (CCAP), DOCSIS 3.1 migration, Broadband Access Control for Cable (BACC), and Cisco Network Registrar (CNR).

Data Center and Cloud

- **Computing systems** technology-aligned services support all Cisco data center compute products; Cisco HyperFlex™ infrastructure platforms, software, and technologies, such as servers; and management software and connectivity.

- **Optical networking** technology-aligned services support all Cisco optical products and technologies, including DWDM, IPoDWDM, Optical Transport Network (OTN), packet optical, circuit emulation, SONET, and SDH.

- **Data center switching** technology-aligned services support all Cisco data center switching products and technologies that forward or process and/or forward IP, switched Ethernet, storage traffic, and the Cisco Application Control Engine.

- **Storage Area Networking (SAN)** technology-aligned services support all Cisco data center SAN products and technologies that forward or process and/or forward IP, switched Ethernet, and storage traffic.

- **Cisco Application Centric Infrastructure (Cisco ACI®)** technology-aligned services support all data center Cisco Nexus® family of ACI-capable 9000 switches and Application Policy Infrastructure Controller (APIC) clusters.

- **Data center orchestration and automation**-aligned services support Cisco ONE™ Enterprise Cloud Suite Solutions such as Cisco Unified Computing System™ (Cisco UCS®) Director (UCS-D), Cisco Prime Data, Cisco Prime Service Catalog (PSC), Cisco Process Orchestrator (CPO), Cisco UCS Performance Manager (UCSPM), Cisco UCS Manager (UCSM), Cisco UCS Central (UCSC), and Cisco CloudCenter® (CCC).

Security

- **Network Security** Services include Cisco Security products and solutions, including next-generation firewall and next-generation Intrusion Prevention Systems (IPS). Services support all products and solutions, including customer networks and third-party networking technologies.

- **Cloud Security** Services include Cisco Cloud Security, including Cisco Umbrella® and Cloudlock®.

- **Security Policy and Access** Services include Cisco policy and access products, including Identity Services Engine (ISE) and AnyConnect® VPN.

- **Advanced Threat** Services include advanced threat products and solutions such as Cisco Advanced Malware Protection (AMP) technologies, Stealthwatch®, and Cognitive Threat Analytics.

- **Tetration** technology-aligned services support Cisco Tetration Analytics™ clusters (39RU, 8RU, cloud), sensors (software and hardware), and software subscription licenses.

Collaboration

- **Unified Communications (UC)**-aligned services support UC products and solutions, including call control, cloud calling, communications gateways, Unified Communications Manager (UCM), Cisco Hosted Collaboration Solution, Cisco BroadCloud®, Cisco TelePresence®, and more.

- **Unified Contact Center Enterprise (UCCE)**-aligned services support contact center products and solutions for UCCE, including Unified Customer Voice Portal (Unified CVP).

- **Unified Communications Manager**-aligned services support UC solutions, including Cisco UCM and UCM Cloud.

- **Business Video**-aligned services support business video solutions, including Cisco Webex®, Cisco Webex Teams™, Cisco Meeting Center, web conferencing, room video conferencing, desktop video conferencing, and Webex IT and Security Management.

- **Webex Contact Center**-aligned services support UC products and solutions, including Cisco Webex Contact Center and Webex Contact Center Enterprise (CCE).

- **Webex Calling**-aligned services support Cisco Webex Calling products and solutions, including Webex Teams.

- **Cloud Meetings and Messaging**-aligned services support cloud meetings and messaging products and solutions, including Cisco Webex Teams, Cisco Webex Centers (Meeting Center, Event Center, Training Center, Support Center), Cisco Webex Cloud-Connected Audio (CCA), Cisco Webex Meetings Server, Cisco Collaboration Meeting Rooms (CMR) Cloud, CMR Hybrid, Cisco Jabber®, and Cisco Webex Messenger. Services also support instant messaging and team collaboration products, applications, and solutions, as well as federation services.

Core networking technologies

- Routing and Switching
- Wireless Networking
- Network Management and Orchestration
- Optical Networking
- Next-Generation Cable Access

Data center technologies

- Computing Systems
- Data Center Switching
- Storage Area Networking
- Application Centric Infrastructure
- Data Center Orchestration and Automation

Security

- Network Security
- Cloud Security
- Security Policy and Access
- Advanced Threat Detection
- Tetration Analytics

Collaboration

- Calling
  - Unified Communications
  - Unified Communications Manager
  - Webex Calling
- Contact Center
  - Unified Contact Center Enterprise
  - Webex Contact Center Enterprise
  - Webex Contact Center
- Video Collaboration
- Cloud Meetings and Messaging

Next steps

Want to learn more about how the insights delivered by Cisco Business Critical Services experts and our partners, driven by analytics and automation, can help you create a resilient, adaptive, and transformative IT?

Speak with your local Cisco account representative or authorized Cisco partner today to get the conversation started and find out how Cisco Business Critical Services can help you stay ahead of the unexpected, always. Or visit http://cisco.com/go/bcs.

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