

# Cisco Success Tracks

## At a glance

### Turn your technology into business value faster, with a proven path to success

With IT environments becoming increasingly more complex, the widening skills gap, and the need to adopt new technologies faster, IT is under extreme pressure to keep pace with the ever-changing IT landscape and defend their technology investments and ROI. Yet, new technology investments often take a long, bumpy road before they have measurable business impact.

Sound familiar? You adopt new technologies but more often than not, there are unforeseen twists and turns along the journey that can lead to missed deadlines or re-planning that may require more budget, time, and resources you may not have.

Cisco® Customer Experience (CX) new service offer called Success Tracks is designed to help you realize the full value of your Cisco technology investments faster to accelerate your success. We do this by connecting you with the right expertise, insights, learning, and support at the right time through a one-stop digital experience via the CX Cloud.

Built from our existing services capabilities and new features, Success Tracks provides a suite of service solutions to help you more quickly adopt new technologies, simplify your IT operations, and realize business value faster. This enables you to:

- Better pre-plan and budget upfront with a suite of services capabilities
- Accelerate your technology adoption with a fully guided digital journey
- Meet your goals faster with highly meaningful use case driven content

### Benefits

Powered by Collaborative Intelligence, Success Tracks can dramatically accelerate your business outcomes, while bringing the insights, skills, and experience you've trusted over the years.

- **Accelerate your path to value** through a use-case-guided lifecycle journey
- **Minimize complexity and risk** with the right expertise and insights, at the right time
- **Transform the way you work** with a simple, unified digital experience

## Portfolio levels

**Level 1:** Expert-led best practices webinars to address commonly known adoption issues, award-winning product support, insights for improved 360 degree device visibility, and self-structured learning resources to boost productivity.

**Level 2:** One-on-one expert coaching sessions to speed technology onboarding and adoption, solution support for complex multivendor environments, analytics and automation-driven proactive insights, and applied learning resources to scale outcomes faster.

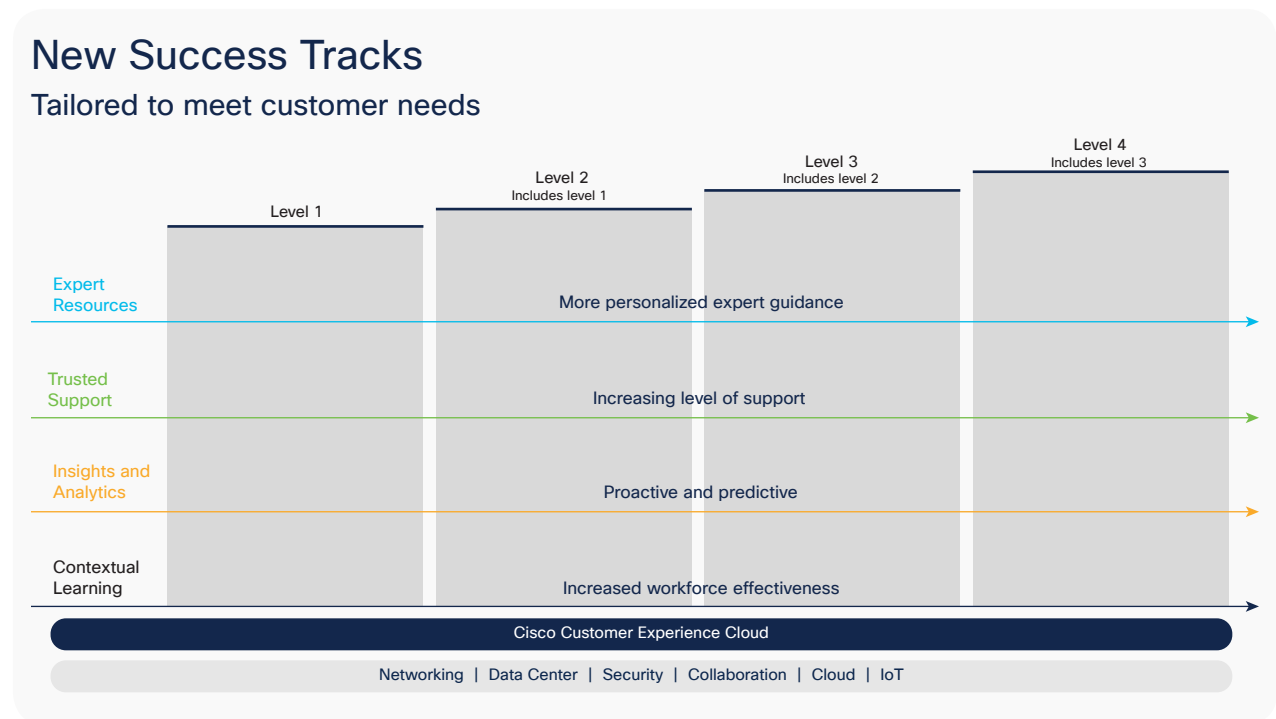
**Level 3:** High-touch expert engagements to build and optimize complex networks and solutions, resolve critical solution issues, analytics that provide predictive insights, and customized group training to optimize IT.

**Level 4:** ITSM experts, proactive operational management with service-level objectives, risk mitigation KPIs, and guided skills mentoring to accelerate time to value.

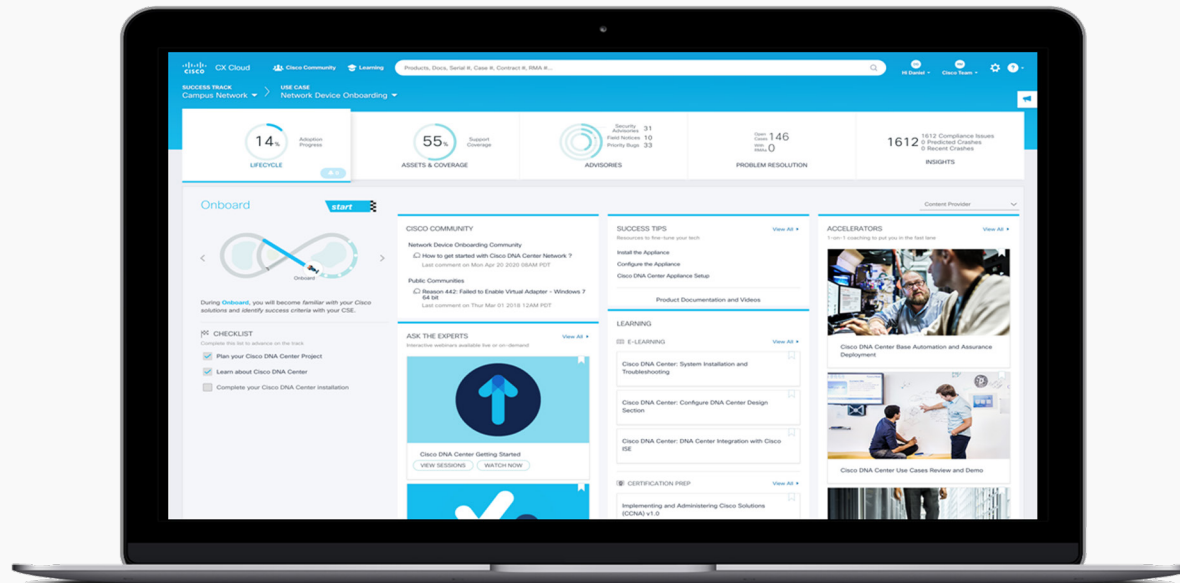
## A simplified, agile, and innovative services portfolio with flexible options to meet your business requirements

We know that every business has unique IT service and engagement requirements. To support your organization along the journey—from onboarding and adopting your next technology transition to continually optimizing your operations—we offer different levels of service to help you accelerate success. Choose the service level that meets your specific business needs. Expert engagements and resources increase with each level of the Success Tracks, as shown in Figure 1.

Figure 1. Success Tracks levels



# Cisco CX Cloud – your digital connection to Cisco experts and tailored resources for a personalized experience



The CX Cloud is the digital interface for Success Tracks. You can access and manage your Cisco technology use cases and Success Track capabilities through a single pane of glass. This use-case-guided, personalized experience connects you to Cisco experts and customized resources to simplify and accelerate technology adoption, while maintaining business resiliency and agility.

For more information on Cisco Success Tracks, please contact us today.

