

Success Tracks: Level 2

Solution Overview

Get the information you need to scale outcomes faster

New technologies can drive innovation and growth. Yet managing disparate infrastructures and solutions can create complexities that slow down your productivity. All the while, in an ever-changing environment, the need to maintain application availability and network resiliency, while deriving value more quickly from your IT Investments, is more important than ever.

Cisco® Success Tracks are designed to help you simplify and accelerate the adoption of your Cisco solutions to ensure you derive the maximum benefit from your technology investments. We know that every business has unique IT service and engagement requirements. To help your company along the journey – from deployment and adoption to your next transition – we offer different levels of service to help you achieve results.

Success Tracks are comprised of four levels of service and suite of capabilities

– Expert Resources, Trusted Support, Insights and Analytics, and Contextual Learning. You choose the service level depending on what works best for your needs, and accessed through a digital interface, CX Cloud.

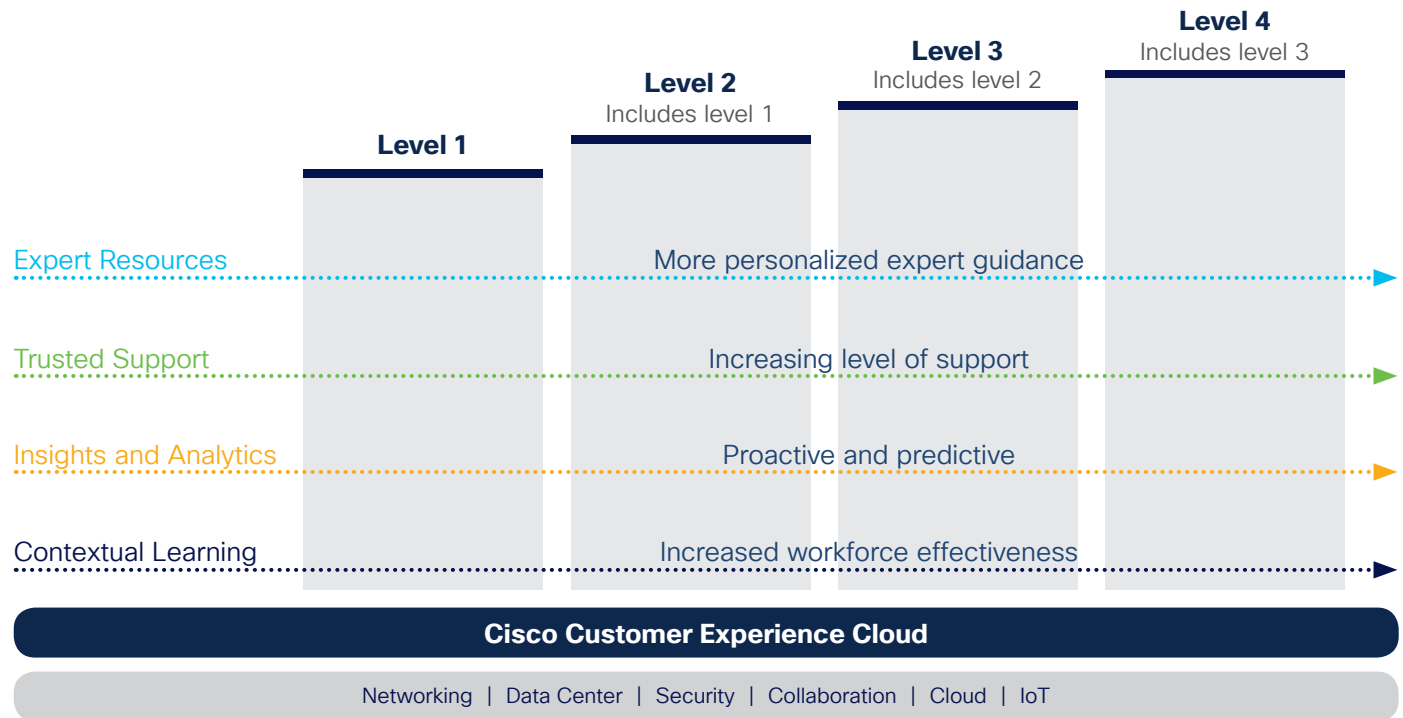
Benefits

- Accelerators 1-1 coaching sessions
- Multivendor, multiproduct support
- Analytics-driven proactive insights
- Virtual hands-on labs and certification prep

Success Tracks accelerate your success across every step of your journey

Portfolio levels

Level 2 includes multivendor, multiproduct solution support plus, 1-1 coaching sessions, analytics and automation-driven proactive maintenance, and applied learning resources to scale outcomes faster.



Scale Outcomes Faster

Expert Resources

Expert guidance, best practices, and proven methodologies focused on industry wide solutions to guide you through every step of your lifecycle journey, including Level 1 features.

- Through a persona-based console, you get access to on-demand, self-structured learning resources, Success Track Communities, and the Cisco knowledge library to show you how to adopt new technologies with less risk.
- Ask the Experts sessions are live or on-demand educational webinars where Cisco experts answer your questions about features, tools, and best practices related to your Cisco products. Ask the Experts sessions help you achieve faster time to value by avoiding common implementation, use, and adoption pitfalls. You benefit from learning how to quickly adopt and use advanced features while building the next level of knowledge beyond self-help.
- Accelerators are 1:1 coaching sessions to facilitate onboarding, adoption, and usage of complex solutions through custom interactions. Your team will work directly with a certified Cisco Specialist to discuss your objectives, solve a problem, or get expert recommendations for your product journey.

Trusted Support

In addition to product level support, you get centralized issues management across your multi-vendor, multiproduct solutions to quickly solve complex problems. Cisco experts work with you to address software issues that may arise to help keep your systems running smoothly. You get 24-hour daily access to the Cisco Technical Assistance Center (TAC) with a 30-minute response time for critical issues.

Insights and Analytics

Enhance your visibility into your IT environment to deliver analytics and automation-driven insights that help you implement operational improvements and avoid the risk of downtime, including Level 1 features.

- **Adoption view**, based on the product telemetry you implement, can provide an overview of feature activation information (what features are being used versus what you have activated) and feature consistency (feature use across Cisco products), as well as top features being used.
- **Asset and license view** let you see an up-to-date list of your Cisco products with installed location, contract term, end-of-life status, and other details.
- **Rapid problem resolution** gives Cisco engineers immediate access to the information they need to assist in troubleshooting your issue by providing automatic data collection when there is a device problem.
- **Personalized exposure checks** let you view relevant bugs, PSIRTs, and field notices for Cisco products in your technology environment to help you mitigate the impact of known product vulnerabilities.
- **Case management** helps you efficiently track case handling by detailing the status of all your support cases.
- **Automated fault management** provides near real time monitoring of events and patterns of the technology environment for faults or risks and automatically opens a case where required.
- **Case management Key Performance Indicators** monitor key support case operational performance measures.
- **Proactive notifications** actively monitors your technology environment to identify exposures to known issues and prevents outages and service disruptions through resolution guidance.
- **Optimal software versions** automatically identify Cisco products running non-optimal software versions and recommends the best versions of software.
- **Regulatory compliance checks** monitor Cisco platforms to identify Cisco product configurations that are out of compliance with common industry standards.
- **Risk mitigation checks** are the result of Cisco advanced machine learning algorithms and data analysis that help proactively identify and remediate Cisco products at risk.

Contextual Learning

Expand a workforce's skill set and capacity to achieve business outcomes faster and more efficiently, including level 1 features.

- **Unlimited on-demand access to e-Learning** courses and best practices on Cisco technologies and architectures.
- **Remote practice labs** provide online access to Cisco Learning Labs and lab guides.
- **Certification preparation** includes on-demand courses and practice exams for Cisco certifications.

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