



Tech Club webinář

Cisco Services – moderní služby pro Vaší moderní IT infrastrukturu

Pavol Michalik – Account executive – Services
Michal Návorka – Customer Success Specialist

1.10.2024



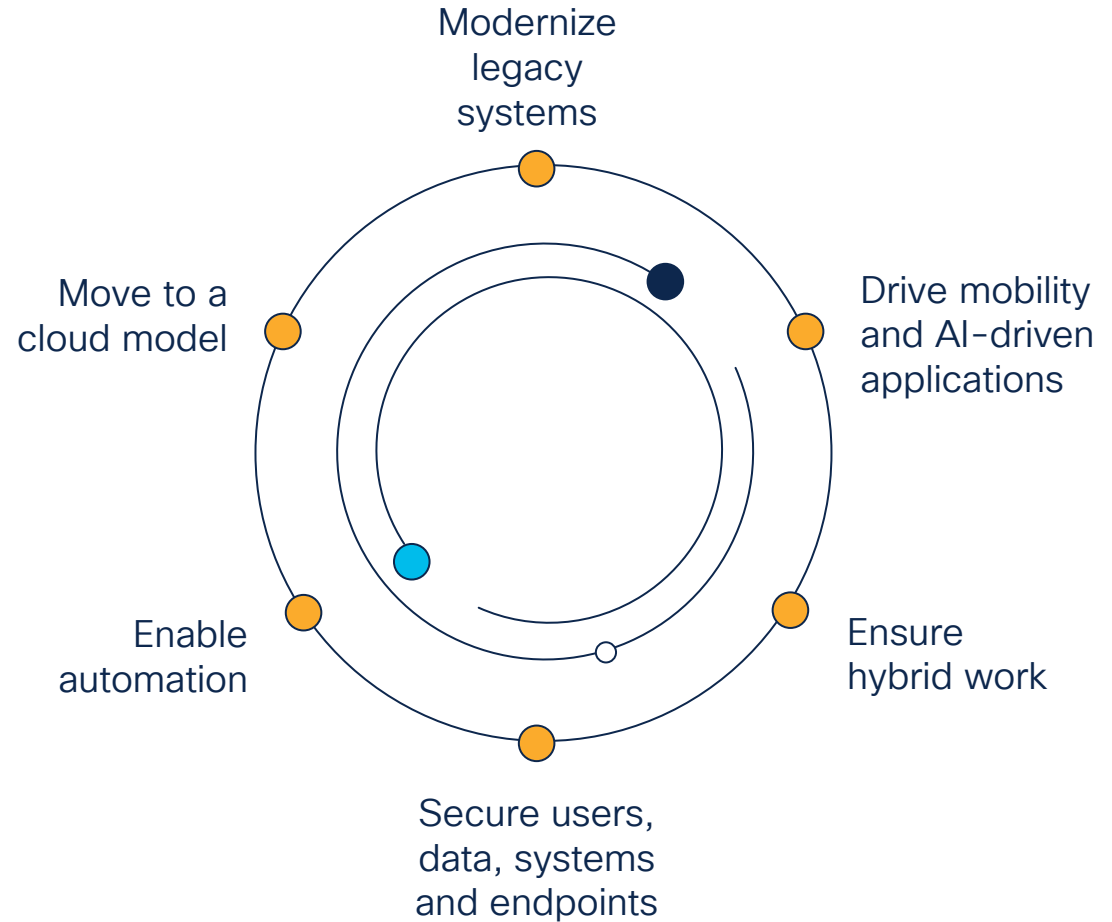
Agenda

1. Evoluce v oblasti Cisco Services
2. CX Cloud - Demo
3. Využití Cisco technického adopčního týmu v praxi

V případě jakýchkoliv otázek se neváhejte ozvat a napsat nám je do chatu meetingu.

Digital transformation is complex

in terms of what you need your systems to do and how well they serve your business goals.

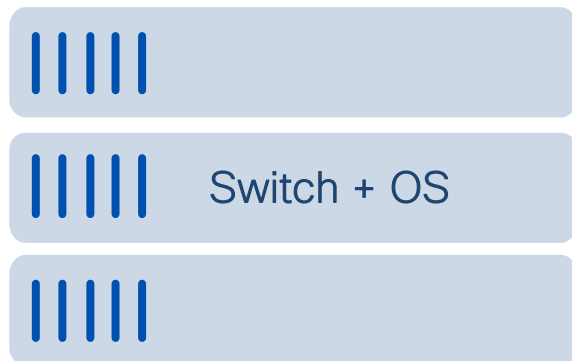


The network is light years from its origins

Single product
networking solution



Multiproduct, multivendor
networking solution



Third-party
software and
hardware



Virtualized
network
products



Orchestration
software



Monitoring and
management
software



Cloud
management



IoT
devices

Cisco OS, software,
and applications
on hardware
and/or cloud



Network
controller



Orchestration
software



Monitoring and
management
software



Dashboard

Cisco
hardware



Switches



Routers



Wireless
controllers and APs



IoT
devices



Security
appliances

Success Tracks shifts your IT delivery model

From reactive to proactive and predictive

Digital-first approach

Reactive



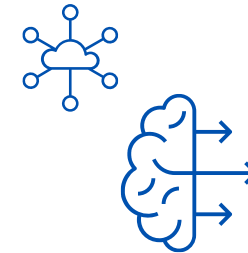
Customers reach out *after* problems and issues arise

Proactive



Continually engage with always-on access to on-demand insights and expertise

Predictive



Utilize the power of AI/ML-driven insights to act on issues before they become problems

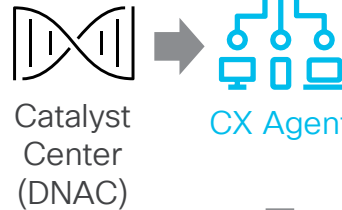
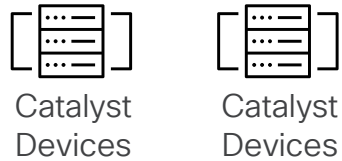
Deliverables		Smartnet Total Care	Solution Support Service	Success Tracks	
				1	2
Trusted Support	24x7 access to TAC	✓	✓	✓	✓
	Advance hardware replacement (with service level options) + OS updates	✓	✓	✓	✓
	Virtual Spaces on Webex Teams instant message contact preference for low severity cases	✓	✓	✓	✓
Priority	Service response objective for high severity cases	60 mins	30 mins	30 mins	
	No triage required to open a case		✓	✓	✓
	Prioritized case handling		✓	✓	✓
Expertise	Architecture, solution, and interoperability expertise (Cisco and Solution Support Alliance Partner hardware and software)		✓	✓	✓
	Broad solution view to identify and address any know issues beyond original case scop		✓	✓	✓
Efficiency	Primary point of contact centralizing support across a solution deployment		✓	✓	✓
	Product support team coordination (Cisco and Solution Support Alliance Partners)		✓	✓	✓
	Accountability for multiproduct, multivendor case management to resolution		✓	✓	✓
Expert Resources	Ask the expert webinar			✓	✓
	Success Tracks communities			✓	✓
	Accelerators (1:1 technical coaching)				✓
Contextual Learning	eLearning			✓	✓
	Remote practice labs				✓
	Certification Prep Courses (Cisco Certifications)				✓
Insights and Analytics	Adoption View			✓	✓
	Assets and License View (contract and license information)			✓	✓
	Case Management			✓	✓
	Personalized exposure checks (PSIRTs, field notices, bugs)			✓	✓
	Rapid Problem Resolution (automated data collection and analysis for TAC)			✓	✓
	Automated Fault Management (Crash Risk Score)				✓
	Case Management KPIs				✓
	Optimal SW Versions (Bug Scrubs)				✓
	Regulatory Compliance Checks				✓
Risk Mitigation Checks				✓	
Digital Experience	CX Cloud			✓	✓

Demo – CX Cloud



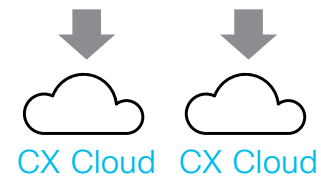
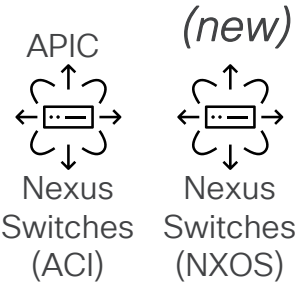
Activating telemetry for Success Tracks

Campus Network



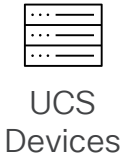
CX Agent is required for telemetry collection. DNAC is optional.

Cloud Network



Free trial license of Intersight is used for Cloud Network and Data Center Compute telemetry collection. CX Cloud telemetry continues to work after trial expires. CX Agent is required for NXOS devices.

Data Center Compute

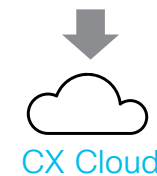
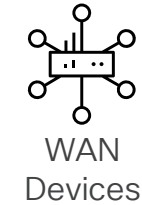


Collaboration



Control Hub is included with any Webex hardware device registration license.

WAN



Telemetry can be sent either through Cisco Catalyst SD-WAN Manager or by direct device collection with CX Agent.

Integrated Secure Operations (ISO)



Cisco Secure Endpoint (AMP Cloud)



Cisco CX Customer Success

Adoption Content & Engagements to Accelerate Customers



Precision Engagements/Adoption consultations/Discovery session

Brief 1:1 customer consultations to answer technical questions, identify adoption barriers, and recommend next steps



Ask-the-Experts Sessions

1 : many interactive webinars targeting key customer adoption challenges with presentation, demo, and live Q&A



Accelerators

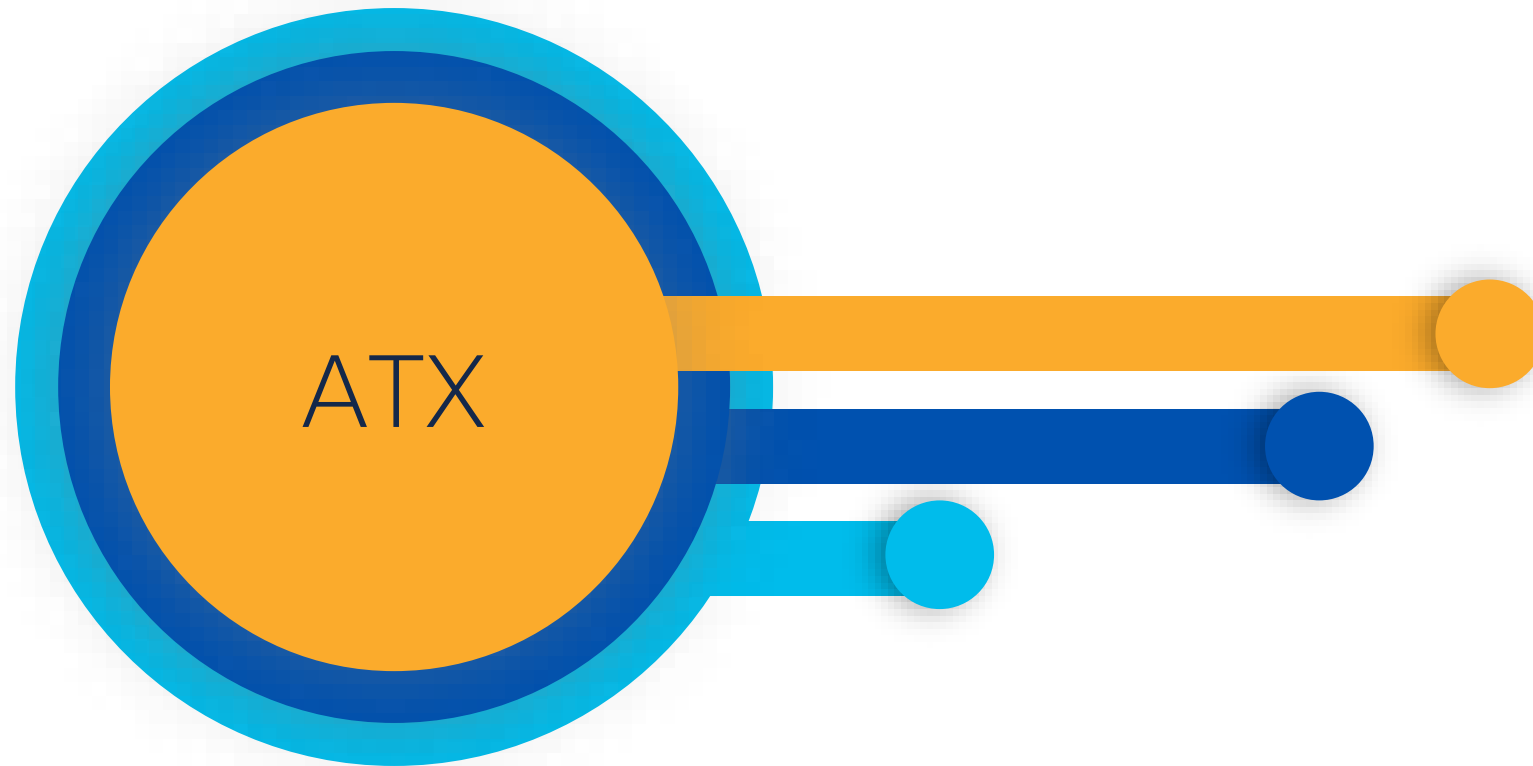
1:1 coaching sessions intended to achieve specific outcomes and delivered over several engagements



Standard Topics covered by ATXs & Accelerators for each Use Case

Select	Onboard	Implement	Use	Engage	Adopt	Optimize
	Getting Started	Deployment Best Practices	Feature Overview*	Operations Planning & Best Practices	Adapting to Changes	Upgrade Planning & Best Practices
	Use Case Overview & Planning	Installation / Implementation Best Practices	Feature Deep Dive*	Advanced Feature Overview*	Use Case Health Check	Performance Tuning Best Practices
	Architecture Transformation Planning	Migration Strategies & Best Practices	Troubleshooting Best Practices	Advanced Feature Deep Dive*	Expanding to New Use Cases*	ROI Assessment Best Practices
		Component Integration*	Monitoring Best Practices			

CX Success – CSS Engagement



1:Many

Interactive Webex sessions

Fixed Scope

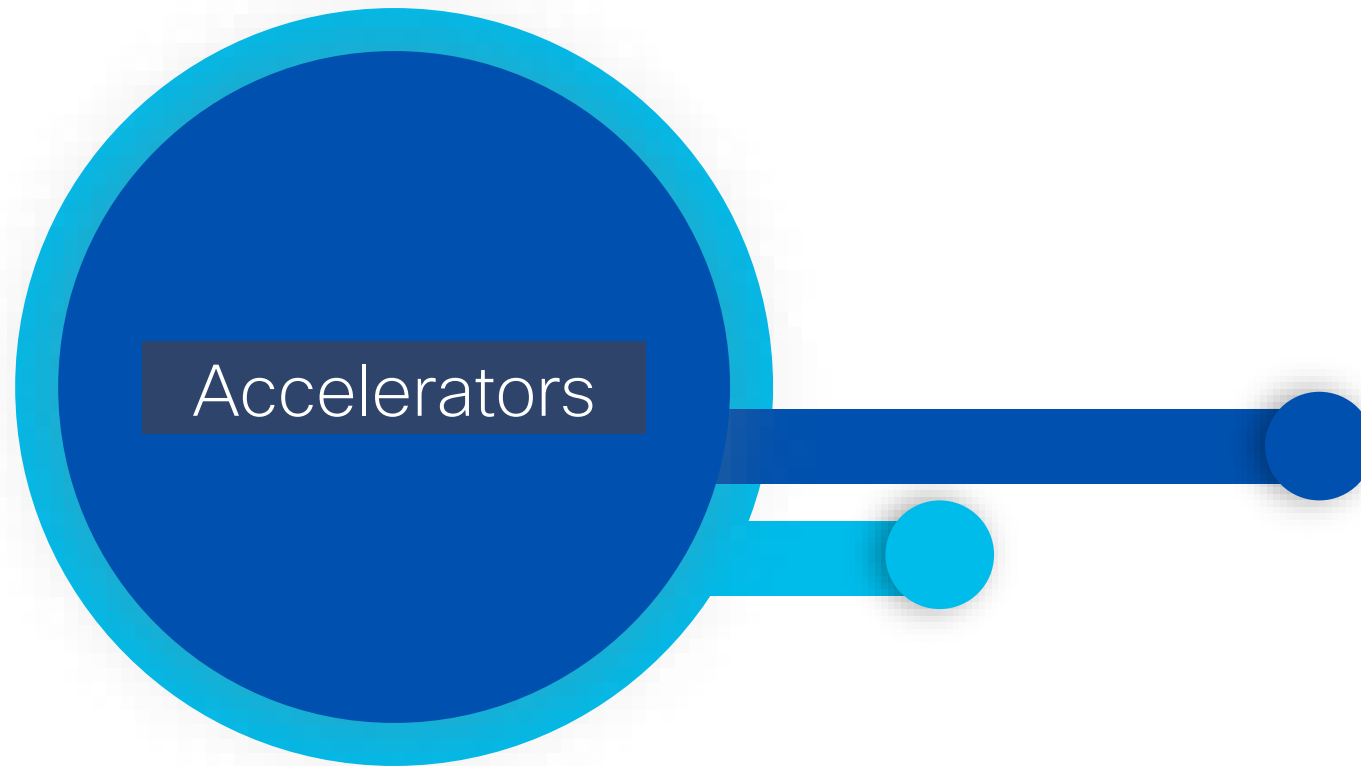
Live and On-Demand

Live demos, tools, Q&A, also available on demand post session

Benefit Everyone

Customers are exposed (anonymously) to other customers questions and expert answers

CX Success – CSS Engagement



1:1

Coaching/Advisory engagements

Use Case Driven

Aligned to architecture and customer needs

Tangible Output

Reports, Recommendations, Learning plans, etc.

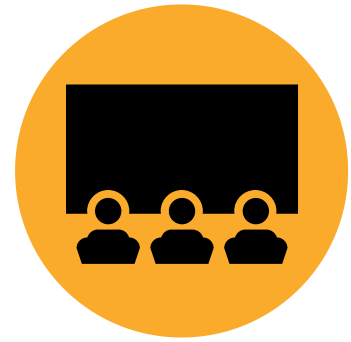
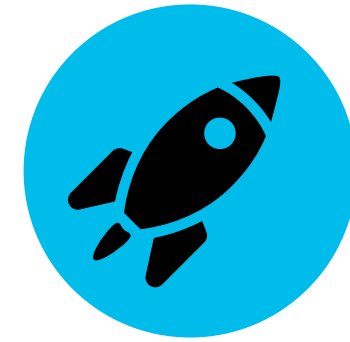
Benefit Everyone

Enable customers in onboarding, adoption and usage of complex solutions, speeding time to value and max ROI

Cisco CX - ATX and ACC Sessions



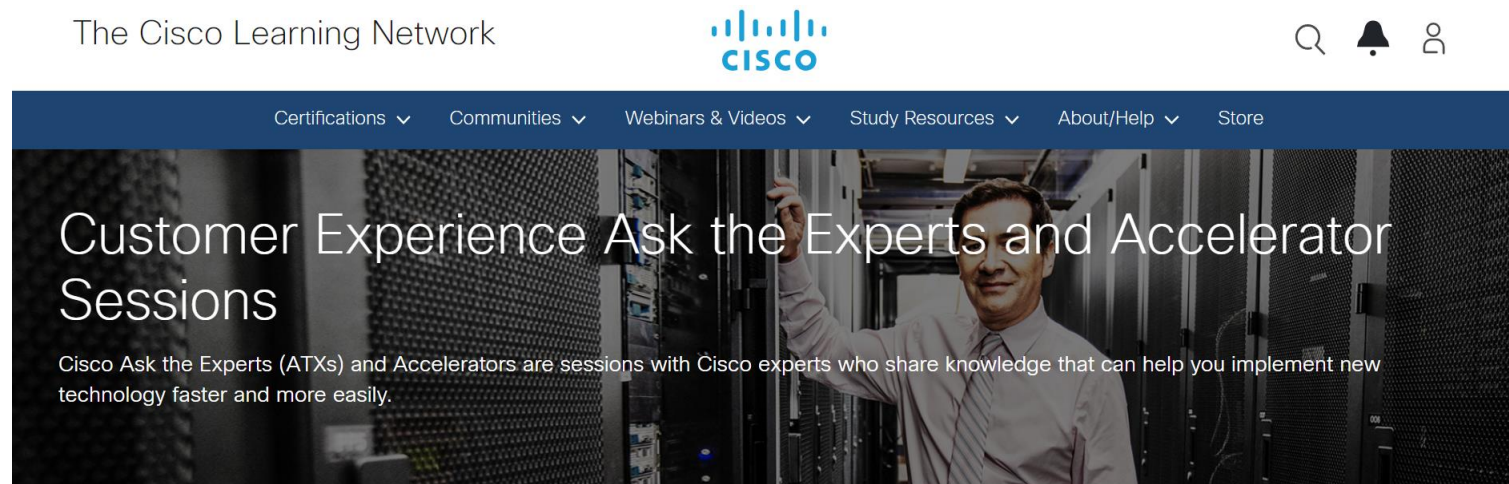
Ask The Expert Accelerator



Event

- Pick interesting technology and have a look what is available:

<https://learningnetwork.cisco.com/s/atx-customer-experience>



Business Resiliency



Intent-Based Networking (IBN)



Security



Collaboration



Data Center Computing



Děkujeme za Vaši pozornost

Následující Tech Club webinář:

15.10. Secure Network Analytics

Přednášející: Vlastimil Menčík a Max Sauer

Registrovat se můžete na oficiálním webu **Cisco Tech Club webináře**

