

The Business Value of Cisco Services for Enterprise Agreement

IDC's study demonstrates how organizations using the Cisco Services for Enterprise Agreement (EA) can significantly reduce annual costs; enhance the efficiency of IT management, administration, and troubleshooting teams; and minimize unplanned system outages. The median organization participating in IDC's study reported having 10,000 employees and an average annual revenue of \$6 billion.

KEY RESULTS



\$10,000
annual contract
savings per
previously existing
Cisco contract



302%
three-year return
on investment (ROI)



4-month
payback on
investment

CUSTOMER QUOTE:

"The biggest benefits are cost savings, global agreement leverage, and consistent support. The EA allows for streamlined integration across multiple acquired companies and better alignment with technical and business needs."

DIRECT BENEFITS

- ▶ **25%** more efficient contract management team
- ▶ **56%** reduction in Cisco TAC calls
- ▶ **29%** faster support team remediation of issues

CUSTOMER QUOTE:

"True Forward has made our operations more coordinated and easier to forecast with longer-term contracts. It has helped us avoid monthly fluctuations, leading to an estimated 10% savings for our budgeting team and approximately \$60,000/year in avoided extra growth charges, contributing to overall savings."

KPI IMPROVEMENTS

- ▶ **23%** more accurate budgeting
- ▶ **25%** more efficient renewal process
- ▶ **34%** more efficient troubleshooting team
- ▶ **30%** faster to deploy Cisco network infrastructure
- ▶ **66%** more efficient helpdesk team
- ▶ **24%** faster to deploy Cisco security solutions