

EXECUTIVE SUMMARY:

The Business Value of Cisco Services for Enterprise Agreement



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BUSINESS VALUE HIGHLIGHTS

302%
three-year ROI

4-month
payback on investment

25%
more efficient
renewal process

29%
faster support team
remediation of issues

30%
faster deployment of
Cisco network infrastructure

23%
more accurate budgeting

66%
more efficient helpdesk team

34%
more efficient
troubleshooting team

37%
cost savings

There is an important calculus that all IT organizations struggle with when balancing time, money, and resources to drive the business forward.

Should organizations leverage their precious resources to focus on day-to-day tasks to save money or invest in unburdening their teams to become more innovative and competitive? Each IT organization must examine its processes and priorities to come to its own conclusion. This IDC White Paper will present data on how organizations invest by leveraging third-party resources and enabling their teams to drive efficiency, insight, speed, and productivity. [Continue reading](#) ►

This IDC White Paper *The Business Value of Cisco Services for Enterprise Agreement* showcases the significant benefits of Cisco Services for Enterprise Agreement (EA). Based on interviews with diverse organizations, the study underscores the value of centralized contract support and administration, cost savings, and improved operational stability.

Cisco Services for EA enabled better financial management, reduced unplanned downtime, and increased staff productivity, making it a valuable investment for organizations seeking to streamline IT operations and achieve significant cost efficiencies with:

- **Faster deployment:** Reducing deployment times through centralized contract management and consistent support
- **Cost savings:** Realizing substantial cost savings by avoiding yearly price fluctuations and consolidating services contracts and procurement cycles with the help of Cisco True Forward, which is the billing process within a Cisco Enterprise Agreement that allows customers to grow their usage without retroactive charges
- **Better budgeting:** Enhancing budget accuracy by streamlining financial management and providing predictable costs
- **Operational stability:** Improving operational stability by reducing unplanned downtime through consistent technical support

[Read the full white paper](#)