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The bridge to possible

Accelerate Business Value
Cisco Success Track for Data Center Compute

Bridging the gap between your infrastructure and application performance

Your data center is being asked to support more applications, more infrastructure, and more interdependencies. But operating across this hybrid landscape can be a real challenge. Separate silos of infrastructure, tools, and processes can slow down the pace of IT, drive up costs, and block rather than enable your business. You need a way to simplify the way you manage and automate your infrastructure to improve application performance and critical digital experiences.

Cisco® Success Track for Data Center Compute can help you solve this hybrid cloud challenge. This offering adds value to your current investment in Cisco Intersight™ and provides a unified digital experience with an actionable view of assets, advisories, case management, and insights across the entire Data Center Compute infrastructure, making it more secure. We do this by connecting you with the right expertise, insights, support, and learning, at the right time, through a one-stop, unified digital experience via the Cisco Customer Experience (CX) Cloud.

Built from our existing services capabilities and new added features, Success Track for Data Center Compute helps improve infrastructure resiliency through standardization and compliance via our Simplified Operations and Workload Optimization use cases. Simplified Operations help you accelerate installation of your compute platforms and minimize downtime. Workload Optimization matches application resource demands and forecasts to your underlying infrastructure.

Simplified Operations capabilities:

- Ensure platform compliance
- Improve time-to-detect and resolve
- Reduce time-to-implement
- Improve infrastructure stability

Workload Optimization capabilities:

- Assure performance
- Increase compliance
- Increase operational efficiency
- Enable better cost control

Benefits

Success Tracks provides the expertise, insights, and best practices you've trusted over the years to help you accelerate your business outcomes.

- Improve IT agility with the right information at the right time

- Transform with less risk with a guided lifecycle journey

- Fast-track business value with a unified digital experience with CX Cloud.

Portfolio levels

Level 1: Expert-led best practices webinars to address commonly known adoption issues, solution support for complex multi-vendor environments, insights for improved 360-degree device visibility, and digital learning resources to boost productivity.

Level 2: One-on-one expert coaching sessions and Specialized Expertise (add-on)* to speed technology onboarding and adoption, solution support for complex multi-vendor 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 tailored instructor-led training to optimize IT. Coming soon.
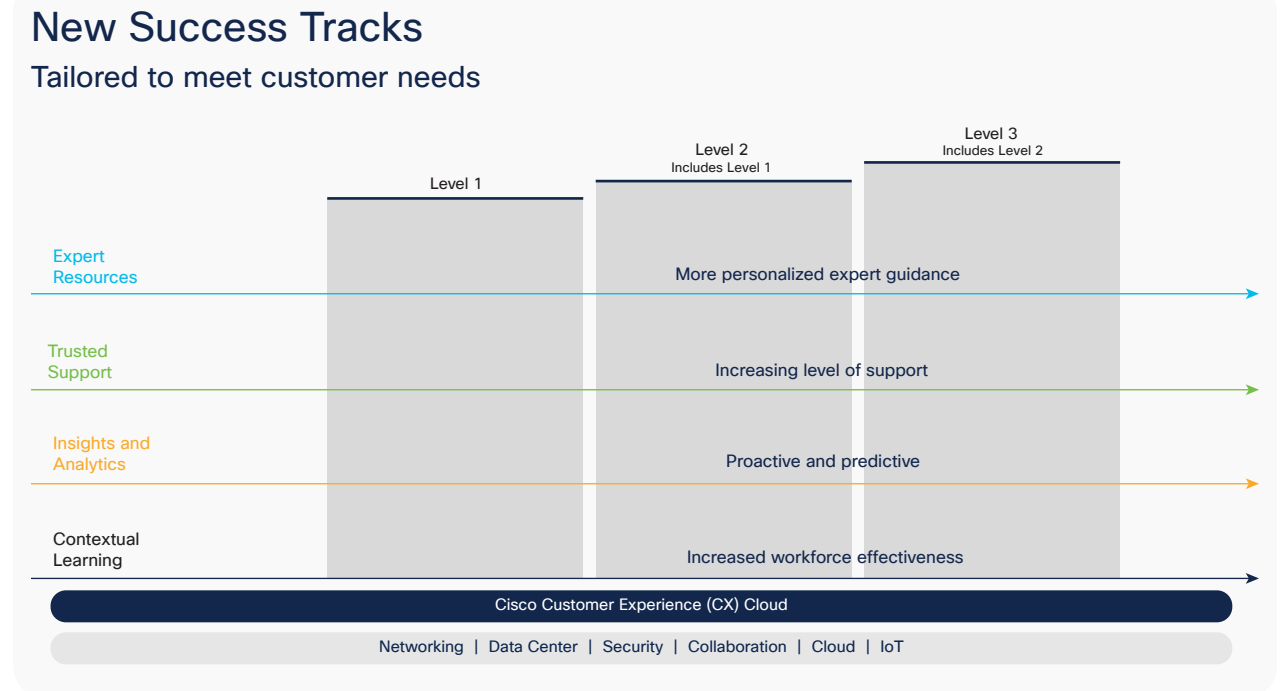
*Specialized Expertise can be purchased as an add-on separately.

A simplified, agile, and innovative services portfolio 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

New Success Tracks
Tailored to meet customer needs

Level 1

Level 2
Includes Level 1

Level 3
Includes Level 2

Expert Resources — More personalized expert guidance

Trusted Support — Increasing level of support

Insights and Analytics — Proactive and predictive

Contextual Learning — Increased workforce effectiveness

Cisco Customer Experience (CX) Cloud

Networking | Data Center | Security | Collaboration | Cloud | IoT

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Next steps

For more information on this and other CX services, contact your Cisco CX representative, or Cisco Partner to help you choose the right level of service to accelerate your success. Request a call or schedule a demo.

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

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