Automated Incident and Assurance

Capabilities available as part of Cisco Lifecycle Services.

Benefits

- **Reduce network noise, triage, and time to resolve** with automated response and recommended actions

- **Increase efficiency and consistency and reduce risk of business disruption** with automated categorization, correlation, and prioritization

- **Address IT skills gap with access to specialized Cisco expertise** and expert-led response and remediation guidance

Optimize operational IT outcomes and reduce risk by automating the incident management lifecycle

The advent of architectures such as software-defined networking, application-centric infrastructure, and hybrid cloud come with a significant increase in complexity of managing and maintaining optimal service levels.

This complexity also increases the volume of disparate events, making it difficult and time-consuming for your IT teams to manually filter through the noise, quickly identify the root cause, and efficiently respond.

Cisco® Automated Incident and Assurance accelerates incident resolution through automated fault detection and response, supported by Cisco experts.

Our services deliver:

95%	25%
fault detection[1]	auto-remediated incidents[1]

[1] Cisco Managed Services customers aggregate data, 2022

The bridge to possible

Service overview

Automated Incident and Assurance is consumed as an annual subscription service and includes the following:

- **Customer IT Service Management integration** with ServiceNow.

- **Automated fault detection** through use case signatures, with incident creation and notifications.

- **Automated incident categorization, correlation, prioritization, and response** with recommended actions for resolution.

- **Expedited service request escalation** to Cisco Technical Assistance Center (TAC).

- **Service level reporting** and insights.

Why Cisco?

Leverage the unrivaled expertise and incident automation experience of Cisco Lifecycle Services to enhance your user experience and drive your business forward.

- **Extensive expertise** with thousands of engineers and decades of experience in network and data center transformations.

- **Proprietary IP** with intelligent and actionable insights amassed from millions of devices in production and Cisco AI and machine learning.

- **Best practices**, customer insights, and expert recommendations from over 35 years of experience.

- **Proven track record** with over 50M network devices installed and more than 2.2M customer issues resolved annually.

Next Steps

Leverage the talent you need and trust Cisco to act as an extension of your team. To get started, contact your Cisco representative today.