

Managed Insights

Capabilities available as part of Cisco Lifecycle Services

Benefits

- Continuous performance monitoring and a service analytics dashboard deliver end-to-end visibility and preemptive insights.
- Automated correlation, problem isolation, prioritized actionable alerts, and fault prediction enable faster detection and remediation of business-impacting conditions.
- Expert-led incident response and remediation guidance address IT skills gaps.

Faster detection and remediation of business-impacting conditions

As your enterprise leverages cloud services, adopts work from everywhere, and increases its dependency on providers, you lose visibility across the network. With an average of six hours to resolve an incident, you need actionable intelligence to optimize the digital experience. The challenge is compounded by an inability to find talent with the diverse set of technical skills required.

Cisco® Managed Insights delivers assurance through end-to-end visibility, preemptive actionable insights, prioritized alerts based on business impact, comprehensive problem isolation, response recommendation, and accountability. Access to specialized Cisco expertise ensures exceptional end-user experiences.

Global consumer goods company success story

Customer challenges

- Enhance network insights to improve operational efficiency of an aging network system experiencing lengthy outages

Cisco Managed Insights solution

- Improved network insights and automated ticket enrichment and correlation, increasing operational efficiency
- Provided industry-leading expertise to reduce risk
- Reduced mean time to restore (MTTR) by 51%, increasing network stability

Reduce noise, detect service-impacting issues earlier, and distinguish symptoms from root cause across the technology stack with 24x7 proactive performance monitoring

Managed insights provides visibility beyond enterprise monitoring boundaries, quickly detecting performance issues, assessing the business impact, and isolating the problem. Near real-time notification with actionable insights is then delivered to the appropriate administrators. Managed Insights then tracks accountability for the corrective actions and automates the incident management. Cisco experts are there to support you every step of the way.



A scalable subscription service to fit your business needs

Cisco Managed Insights is a scrum service that can be added to your annual or multi-year subscription to Cisco Lifecycle Services and rightsized to fit your business needs. Let us help relieve your complex daily network management and monitoring tasks, so you can focus on delivering innovation and business value.

Next Steps

Want to learn how you can leverage intelligent insights and analytics to benefit both your operations team and your business at the same time? To get started, contact your Cisco representative today.