

Cisco Success Tracks

Turn your technology into business value faster

With an ever-evolving IT landscape and increasing complexity, we know you are under extreme pressure to keep pace with change, while defending your technology investments. Yet, adopting new technologies often take a long, bumpy road before they have measurable business impact.

Sound familiar? You adopt a new technology solution but more often than not, there are unforeseen twists and turns along the journey that can lead to missed deadlines or re-planning. All of this may require more budget, time and resources you may not have.

Cisco® Success Tracks is designed to help you remove the adoption barriers and realize the full value of your Cisco technology investments faster to accelerate your success. We do this by connecting you with the right expertise, insights, learning and support at the right time through a one-stop digital experience via our Cisco CX Cloud.

Success Tracks is a packaged service to help you more quickly adopt new technologies, simplify your IT operations, and realize business value faster. This enables you to:

- Better pre-plan and budget upfront with a suite of services capabilities
- Accelerate your technology adoption with a fully guided digital journey
- Meet your goals faster with highly meaningful use case driven content

Benefits

Success Tracks can dramatically accelerate your business outcomes, while bringing the insights, skills and experience you've trusted over the years.

- Remove barriers to innovation and get higher return on your investments faster.
- Anticipate risk and resolve problems quickly with AI and automation.
- Use customized insights to empower your teams and adapt to change quickly.

A simplified, agile and innovative services portfolio with flexible options to meet your business requirements

We know that every business has unique IT service and engagement requirements. To support your organisation along the journey – from onboarding and adopting your next technology transition to continually optimising your operations – we offer different levels of packaged services to help you accelerate success. Choose the service level that meets your specific business needs. Each level builds on the previous level, as shown in Figure 1.

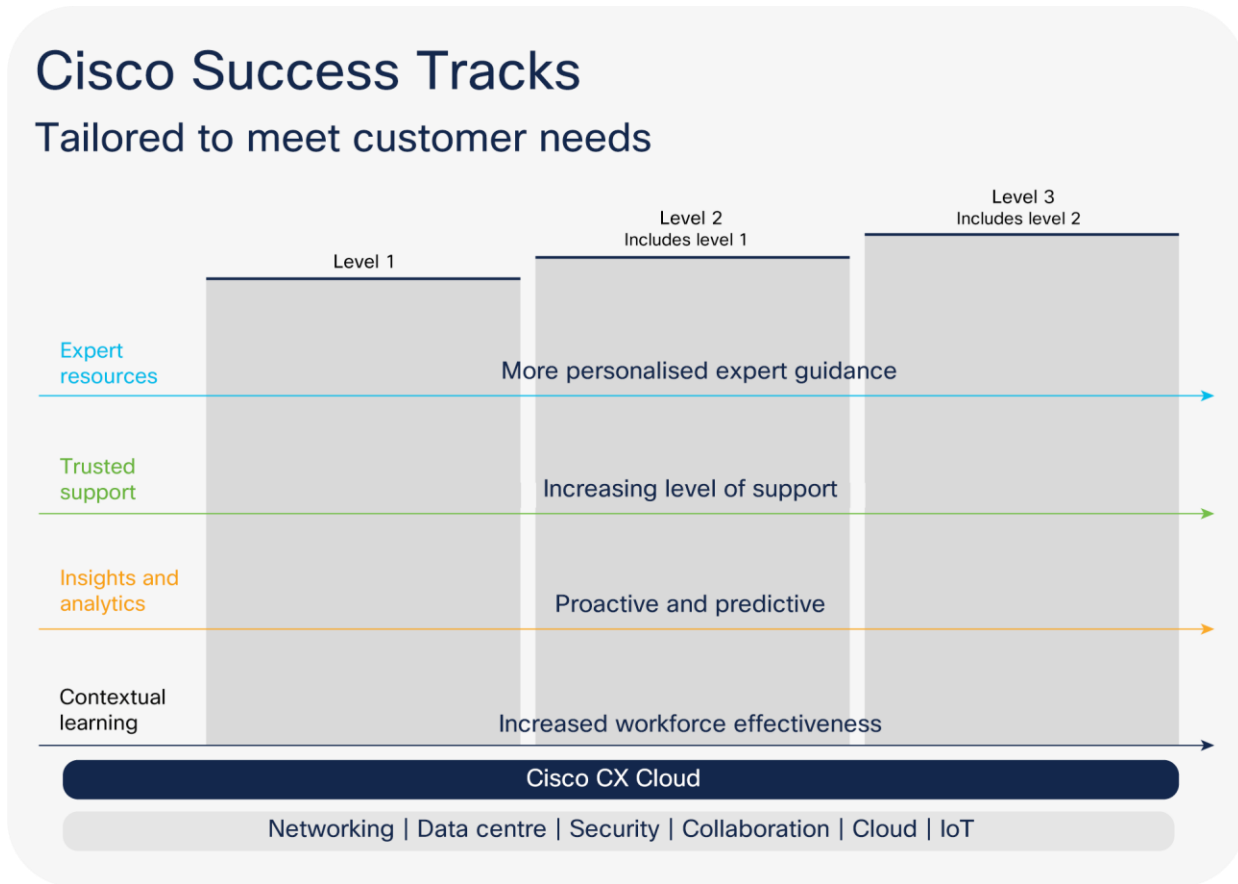


Figure 1.
Success Tracks levels

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

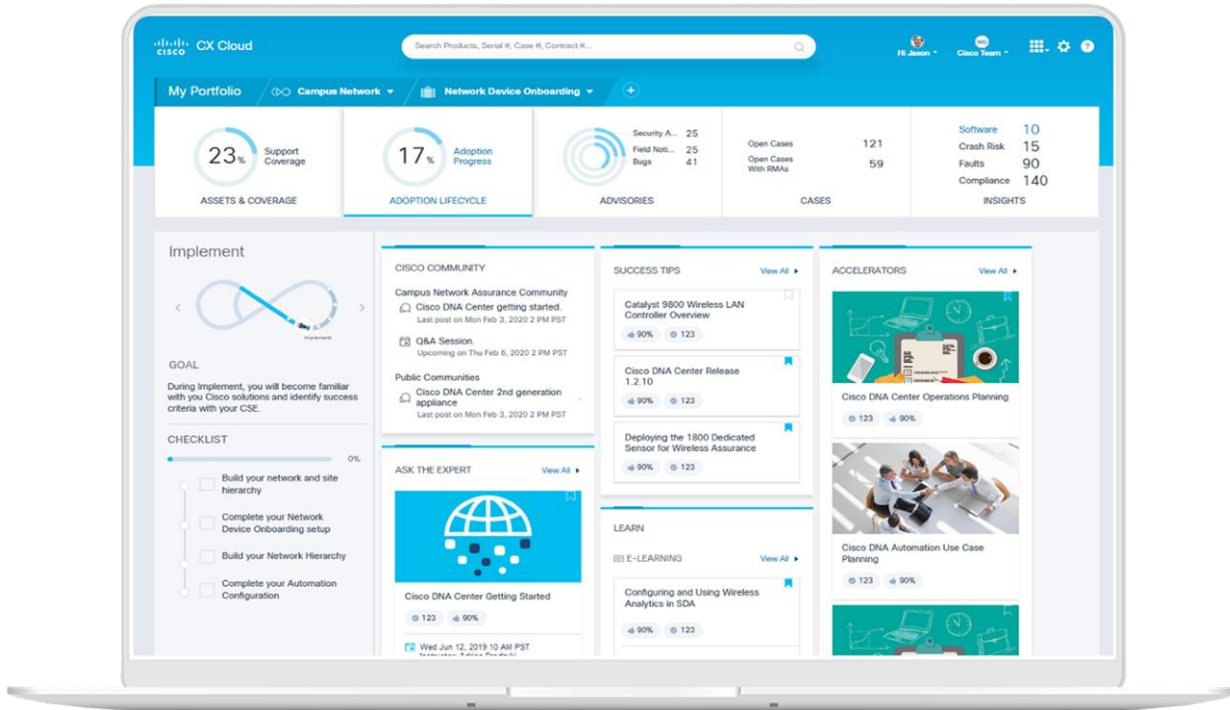


Figure 2.
CX Cloud

The CX Cloud is the digital interface for Success Tracks. You can access and manage your Cisco technology use cases and Success Track capabilities through a single pane of glass. This use-case-guided, personalized experience connects you to Cisco experts and insights to simplify and accelerate technology adoption, while maintaining business resiliency and agility.

Portfolio levels

Level 1: Expert-led best practices webinars to address commonly known adoption issues, award-winning product support, insights for improved 360-degree device visibility and self-structured learning resources to boost productivity.

Level 2: One-on-one expert coaching sessions to speed technology onboarding and adoption, solution support for complex multivendor environments, analytics and automation-driven proactive insights and applied learning resources to scale outcomes faster.

Level 3: High-touch expert engagements to build and optimise complex networks and solutions, resolve critical solution issues, analytics that provide predictive insights and customised group training to optimise IT.

Next steps

For more information on this and other CX services, contact your Cisco CX representative, Cisco Partner or take our [Success Tracks assessment](#) to help you choose the right level of service to accelerate your success. [Request a call.](#)

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