



# Cisco Business Critical Services

Experts powered by analytics and automation to create resilient, adaptive, and transformative IT

The world has changed, and today's IT challenges are real. Business disruption. An inflexible talent core with skills gaps. Failed transformation initiatives. Research shows:

**91%** of IT executives say they have experienced a tech-related business disruption that led to losses in revenue, data, or reputation.<sup>1</sup>

**76%** of organizations cannot easily find the talent they need due to IT skills gaps.<sup>2</sup>

**80%** of transformations fail due to antiquated IT and misalignments between the business and its resources.<sup>3</sup>

You must become *resilient, adaptive, and transformative* to be able to address the unprecedented changes and evolving business priorities occurring worldwide so that you can thrive in the current market environment. That's why it's important that you proactively optimize and transform your IT to maintain availability and responsiveness. Organizations that do so can **experience 3x faster revenue growth<sup>4</sup> than the competition.**

<sup>1</sup> IDC, *State of IT Resilience*, 2019

<sup>2</sup> Cisco *Global Networking Trends Report*, 2020

<sup>3</sup> Gartner Group *CIO Agenda*, 2019

<sup>4</sup> Forrester *Research*, 2019

Cisco® Business Critical Services (BCS) give you access to trusted experts powered by the analytics, insights, and automation of CX Collaborative Intelligence to create resilient, highly adaptive, and transformative IT. Our new model empowers your key IT roles with the guidance and information they need to re-architect, re-engineer, and digitize operations—securely—in this new world reality. At every step of the lifecycle journey.

Offered as **12-month or multi-year subscriptions covering the full IT lifecycle**, these services are available in three prepackaged tiers of service to meet your unique needs—Essentials, Advantage, and Premier. Plus, with our Specialized Expertise services including Scrum Services and Expert-as-a-Service, you can create a flexible, adaptive workforce and fill skillset gaps by tapping into Cisco talent to help you respond to changing business priorities to drive innovation, speed technology transitions, and solve complex problems.

**Stay ahead of the unexpected, always, with Cisco Business Critical Services.**

## Benefits

### Resiliency

Address challenges with data-driven guidance to improve availability, stability, and security, for 74% less unplanned downtime,<sup>5</sup> 99.9% reduced cyberattack-related revenue loss,<sup>6</sup> and 43% faster issue resolution.<sup>6</sup>

### Adaptability

Engineer a flexible talent core to address evolving business priorities with less risk and achieve 3x faster adds and configuration changes,<sup>6</sup> 30% more efficient IT management,<sup>5</sup> and 70% faster software upgrades.<sup>6</sup>

### Transformation

Empower your IT roles with an agile approach to react quickly and drive innovation for 50% more successful transformations,<sup>6</sup> 65% faster validation testing,<sup>6</sup> and 30% quicker go-to-market.<sup>6</sup>

<sup>5</sup> IDC Value Study, 2017  
<sup>6</sup> Cisco internal study, 2018

A leading IT infrastructure solution and support provider that has been delivering flexible and modular solutions and consultancy to businesses across the UK since 1988.



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## Insights powered by analytics and automation

Our services help you address risk more efficiently with analytics and automation that enable data-driven insights.

### Telemetry, data, and benchmarking:

Secure and intelligent routing, always-on data conditioning, and global industry benchmarking

### AI and ML insights:

Patented algorithms and machine learning, prioritized remediation recommendations, and prediction and prevention of downtime

### Automation and remediation:

Streamlined routine tasks, accelerated testing with less risk, and analytics-driven recommendations