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The bridge to possible

Stop threats. Secure endpoints.

Cisco Success Track for Integrated Secure Operations

Ensure world-class security defense and risk mitigation with a proven path to success

Business growth is driven by technology innovation. We're more interconnected today than ever, with digital networks, mobility, and IoT devices by the millions. And IT is becoming more software-defined, with more IT in the cloud.

There is extreme pressure to adopt new technologies and deliver value faster. However, adoption of advanced technologies, combined with the rise of connected devices, increases an organization's threat landscape.

A strong security posture enables companies to innovate and take risks that can lead to greater profitability. But when companies invest in a robust security technology, they often don't have the time, resources, and expertise to take advantage of the full capabilities of the security offer.

Cisco® Success Track for Integrated Secure Operations enables you get maximum value from your Cisco security solutions to help you reduce the risk of threats. We connect you with the right expertise, insights, support, and learning at the right time through a one-stop unified digital experience via our Cisco CX Cloud.

Success Track for Integrated Secure Operations provides a suite of services to help you more quickly adopt and maximize the value of Cisco Secure Endpoint.

Benefits

Success Tracks provides the expertise, insights, and best practices that 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

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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.
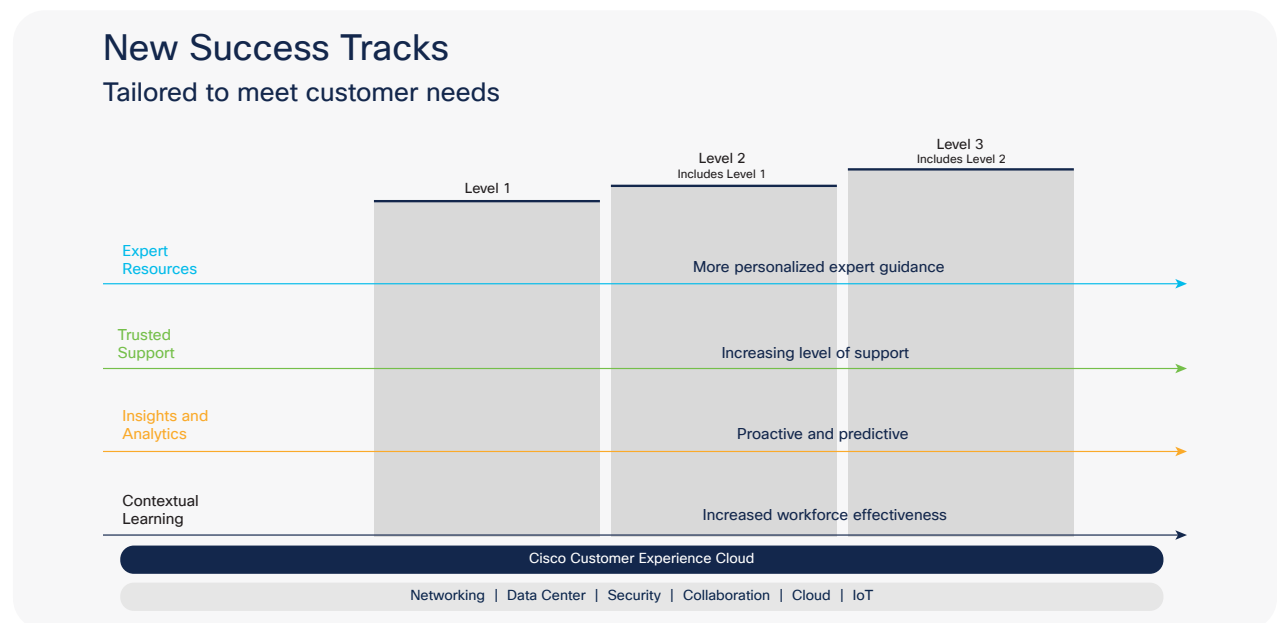
Level 3: High-touch expert engagements to build and optimize complex networks and solutions, resolve critical solution issues, analytics that provide predictive insights, and tailored instructor-led training to optimize IT. Coming soon.

*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 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

Figure 2.   CX Cloud
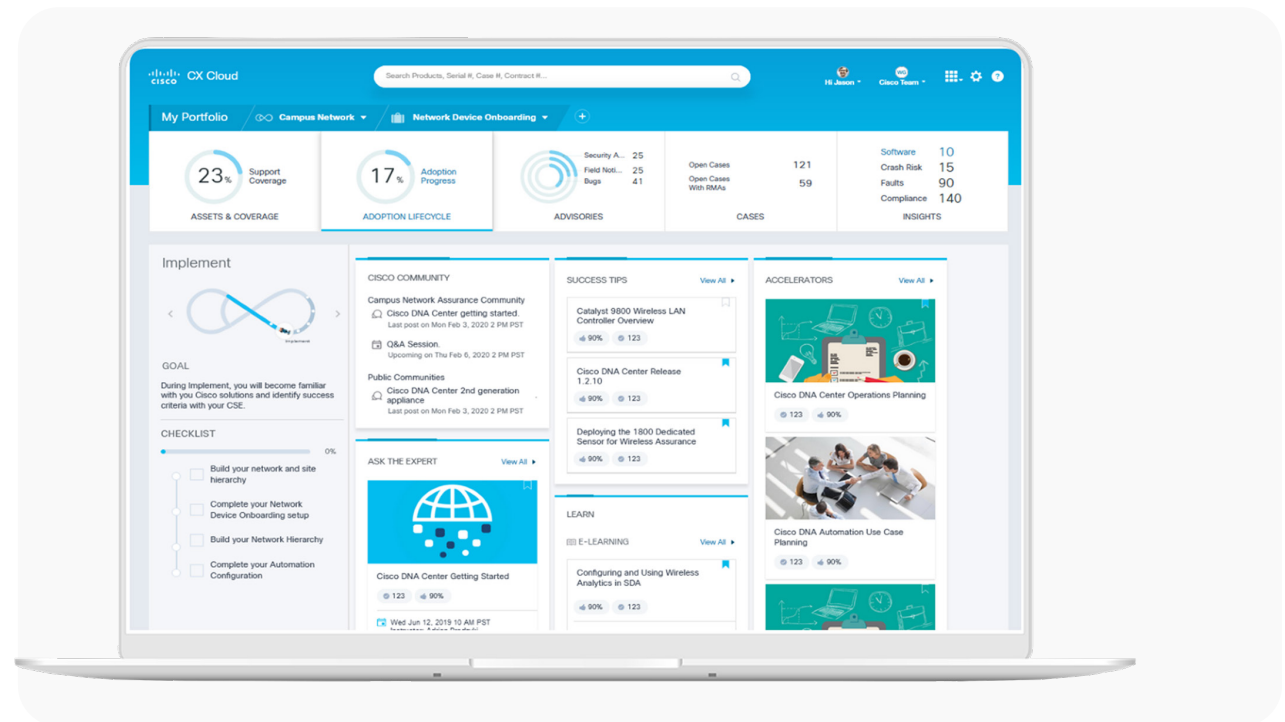
The CX Cloud is the digital platform for Success Tracks. You can access and manage your Cisco technology use cases and Success Track capabilities through a single pane of glass. This guided lifecycle journey connects you to Cisco experts and insights to simplify and accelerate technology adoption, while maintaining business resiliency and agility.