

Success Tracks Solution Overview

Level 1 and Level 2

Immediate value from your IT investments

You're under extreme pressure to defend your technology investments and maintain ROI, and you want to get value faster.

What if you had access to all-in-one packaged services designed to help you quickly adopt and realize full value of your Cisco® technologies to get to outcomes faster?

Cisco Success Tracks remove adoption barriers and accelerate your path to better business outcomes with a guided lifecycle journey. We do this by connecting you with the right expertise, insights, learning, and support at the right time through a one-stop unified digital experience via our Cisco CX Cloud.

Success Tracks offers four capabilities: Expert Resources, Trusted Support, Insights and Analytics, and Contextual Learning. These graduated service levels and capabilities build upon each other as they increase. It includes self-service resources to show you (Level 1), guide you (Level 2), and team together with you (Level 3, coming soon) to deliver the right level of support.

Levels Snapshot

Level 1

Improve operational efficiency and reduce risk:

- Expert-led best practices webinar
- Digital learning resources
- 360-degree device visibility and proactive insights
- Centralized Solution Support

Level 2

Speed technology outcomes and value:

- One-on-one expert coaching and Specialized Expertise*
- Deep product training, remote labs, and certification prep
- Proactive and predictive insights
- Centralized Solution Support

* Specialized Expertise can be purchased as an add-on separately

Success Tracks Deliverables for Level 1 and Level 2

	Deliverables	Level 1	Level 2
Expert Resources	Cisco Community, Success Tracks Communities, Success Tips	●	●
	Ask the Experts	●	●
	Accelerators		●
	Specialized Expertise (Add-on)*		●
Trusted Support	Solution Support	●	●
	Hardware RMA	●	●
	30-minute critical response	●	●
Insights and Analytics	Adoption View	●	●
	Asset and License View	●	●
	Rapid Problem Resolution	●	●
	Security Advisories, Field Notices, and Priority Bugs	●	●
	Case Management	●	●
	Case Management KPIs		●
	Optimal Software Versions		●
	Automated Fault Management		●
	Regulatory Compliance Checks		●
	Risk Mitigation Checks		●
Contextual Learning	Digital learning resources	●	●
	Remote Practice Labs		●
	Certification Preparation		●

All delivered in CX Cloud

Scale outcomes faster

Expert Resources

Expert guidance, best practices, and proven methodologies focused on industry wide solutions to guide you through every step of your lifecycle journey. You get access to on-demand, self-structured learning resources, Cisco Community, Success Tracks Communities, Success Tips, and the Cisco knowledge library to show you how to adopt new technologies with less risk.

- **Ask the Experts** sessions are live or on-demand educational webinars where Cisco experts answer your questions about features, tools, and best practices related to your Cisco products. Ask the Experts sessions help you achieve faster time to value by avoiding common implementation, use, and adoption pitfalls. You benefit from learning how to quickly adopt and use advanced features while building the next level of knowledge beyond self-help.
- **Accelerators** are 1:1 coaching sessions to facilitate onboarding, adoption, and usage of complex solutions through custom interactions. Your team will work directly with a certified Cisco Specialist to discuss your objectives, solve a problem, or get expert recommendations for your product journey.
- **Specialized Expertise** (Add ons)* options enable organizations of every size to create your own adaptive workforce and fill critical gaps on your teams with industry-leading expertise and dedicated experts in next-generation Cisco technologies. Specialized Expertise includes two options: Scrum Services and Expert-as-a-Service. Scrum Services can help you create your own adaptive workforce with industry-leading expertise to speed adoption, solve IT challenges and unplanned events throughout the lifecycle. Expert-as-a-Service provides precise technology expertise helps you tap into the right solutions throughout your technology lifecycle and can pivot to respond to changing requirements, conditions, and needs as your priorities shift.

*Specialized Expertise can be purchased as an add-on separately.

Trusted Support

Trusted Support provides centralized Solution Support across your multi-vendor, multi-product solutions to quickly solve complex problems, with 30-minute response time for critical issues and hardware RMA.

Insights and Analytics

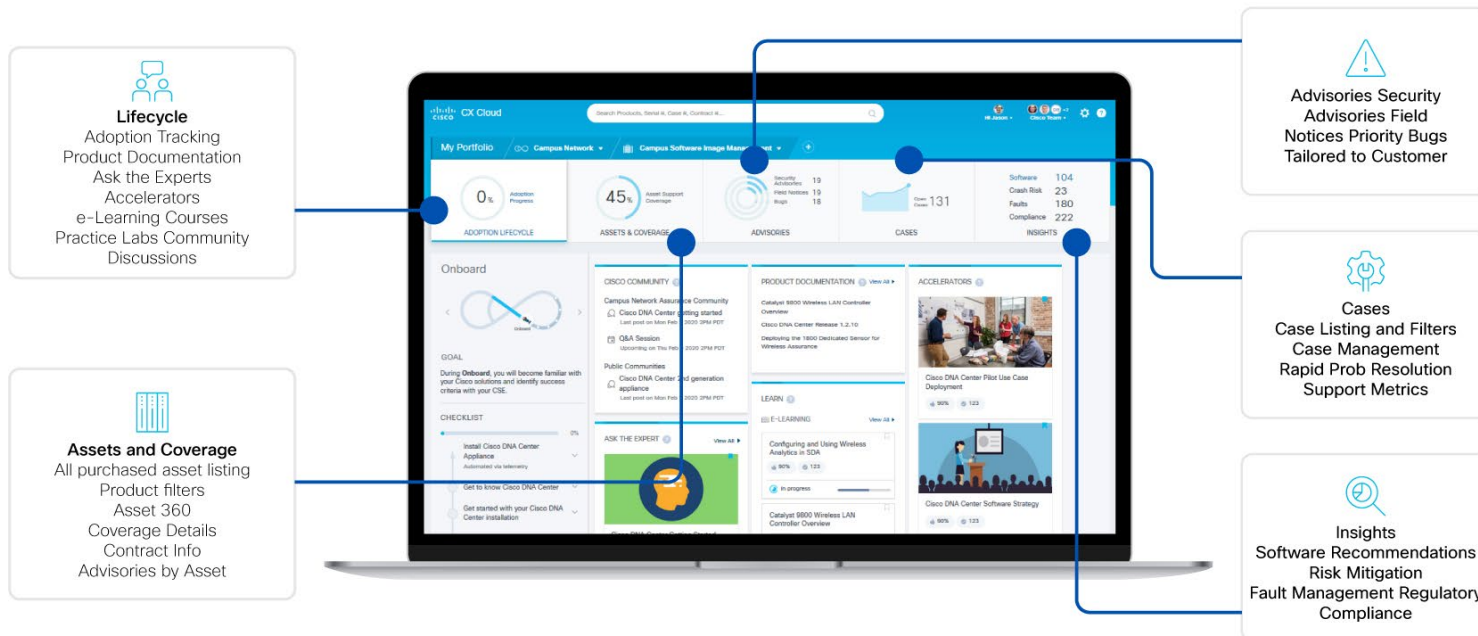
Enhance your visibility into your IT environment to deliver analytics and automation-driven insights that help you improve operational efficiency and avoid the risk of downtime. Insights and Analytics offer telemetry and intelligence with AI/ML-driven analytics that provide proactive and predictive insights and guided recommendations. This can help you solve problems faster and optimize operations—from viewing the health of the infrastructure and avoiding potential issues to getting automated diagnostics and analysis for faster meantime to resolution.

Contextual Learning

Contextual Learning features help you improve your understanding of Cisco technologies. We want to help you close the skills gap and ensure you have a workforce with the right knowledge and skills. And you can further hone your skills starting with access to extensive digital learning, remote practice labs and certification prep for IT team members, and tailored instructor-led training and learning experts that can zero in on your unique needs. Starting with Level 1, you can access curated content that provides basic instructions aligned to Cisco products and software services and take part in digital learning courses developed by Cisco experts. Level 2 offers full-featured deep product training and certification preparation courses, best practices, and assessment questions to confirm skills knowledge relevant to Cisco technology.

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 customized resources to simplify and accelerate technology adoption, while maintaining business resiliency and agility.



Next Steps

For more information about Success Tracks, contact your Cisco sales representative or Cisco partner representative.