Cisco Operations Management Services

Simplify network operations, lower the total cost of network ownership, and accelerate adoption of advanced technologies securely while retaining visibility and control.

Predictive Monitoring and Management with Support from Cisco Experts

Advanced and emerging technologies hold promises of unprecedented productivity, collaboration, innovation, and quality of end-user experience. To realize that potential, it is critical to have a foundation of effective support for day-to-day network operations and expertise with the technologies you want to adopt.

Operations Management Services can help by proactively monitoring and managing your network, and providing preemptive advice and recommendations in real time for improving the performance, availability, and capacity of your network, IT infrastructure, and applications in alignment with industry processes.

These services use network monitoring tools imbedded with smart service capabilities and an out-tasking approach that enables you to retain as much visibility and control as you desire. They provide 24x7 service-desk coverage and incident management, problem management, change management, and configuration management.

Operations Management Services are delivered by Cisco® experts who have extensive experience and a wealth of best practices across a broad spectrum of technologies.

Services from Cisco and our partners help you succeed at every phase of your network and IT lifecycle

Benefits

Through a robust portfolio of services, we can help you to:

- Solve problems faster and more effectively manage risk and growth in your network with support from Cisco experts
- Reduce capital expenditure and overhead costs and increase business efficiency by using a single supplier to manage your complete infrastructure and breadth of technologies
- Pre-empt incidents and reduce the effects of those that cannot be prevented through support for problem management and incident management
- Make changes with minimum disruption to services through support for change management
- Protect the integrity of existing services while building, testing, and deploying new service releases

- Receive a consistent experience worldwide with Cisco's global reach.

Smart Service Capabilities – Our Difference, Your Advantage

As you monitor and manage your infrastructure as part of ongoing operations, get the network insight you need to preempt potential issues, quickly resolve those that arise, and simplify network management and support processes. Cisco smart service capabilities provide visibility into the state of your infrastructure by automating the analysis of diagnostic network data and correlating it with Cisco's deep knowledge base. You get the benefit of our 28 years of industry experience with more than 50 million installed devices and 6 million annual customer interactions.

Why Cisco Services

Realize the full value of your network, IT, and communications investments faster and successfully harness the intelligent network as a powerful business platform with professional and technical services from Cisco together with our partners. Whether you are looking to evolve your network to support business continuity and growth, increase operational efficiency, reduce costs, enable a more reliable customer experience, or mitigate risk, we have a service that can help you. Cisco Services uniquely deliver innovative solutions, unmatched expertise, and smart service capabilities using a collaborative partner approach.

Cisco and Partner Expertise: Better Together

Cisco engineers and Cisco Certified Partners are among the industry's elite in providing integrated, collaborative, adaptive solutions. Jointly with our partners, we form the largest collection of industry-certified experts in the world supporting the most complex networks to meet and exceed the needs of our customers. Cisco teams can collaborate with partners to foster consistency and alignment with Cisco methodologies, tools, and leading practices.

Availability and Ordering

Operations Management Services are available globally and can be purchased from Cisco and Cisco Certified Partners. Service delivery details might vary by region and depending on which service options you choose.

For More Information

For more information about Cisco Services, visit www.cisco.com/go/services.