



The Business Value of Cisco Solution Support

IDC spoke with organizations using services from the Cisco Customer Experience (CX) portfolio to help them run and optimize their Cisco IT environments. Interviewed organizations reported that access to expert Cisco engineers through Cisco Solution Support have enabled them to run **more robust, reliable IT environments**. As a result, they have **minimized risk** associated with incidents and outages, while also **enabling substantial staff efficiencies and optimizing costs**.

KEY RESULTS FROM OVERALL CISCO SERVICES STUDY



253% 3-year ROI



4 months to breakeven

U.S.-BASED UTILITIES COMPANY

“We were looking to have more control over our network and datacenter infrastructure. We wanted more timely response and believed a direct relationship with Cisco through Cisco Solution Support would accomplish that.”

Staff and Cost Efficiencies Through Use of Cisco Solution Support



>2x more
staff time spent on
innovation



49% more
efficient IT network
infrastructure and other
IT infrastructure teams



10% lower
costs for IT
environments
supported

U.S.-BASED UTILITIES COMPANY:

“The direct line to Cisco with Cisco Solution Support is key. I estimate that has improved resolution time by 40% and we can learn to prevent network issues.”

Agility and Performance Benefits Through Use of Cisco Solution Support



55% faster
to resolve per
incident



51% lower
productivity losses,
unplanned downtime



50% fewer
tickets escalated
to Level 2/3 support