

Cisco Cloud and Managed Services Network Express



Benefits

- **Attach managed services** at the point of sale in Cisco Commerce Workspace
- **Reduce costs** with fixed Foundation tier deliverables for base coverage of supported networking devices
- **Eliminate contractual complications** with a fixed statement of deliverables
- **Improve the sales experience** with user-friendly features in Cisco Commerce Workspace

Attach Managed Services at the Point of Sale

You like the convenience of the one-stop Cisco® Commerce Workspace (CCW). As a Cisco channel partner, you find that having a single tool for quoting, configuring, and ordering Cisco products, software, and services makes your job easier, allowing you to increase customer satisfaction. CCW helps you book faster and reduce the barriers inherent in the sales cycle. The only problem is that, to attach managed services for enterprise networking devices, you still have to go “out of band” and work through a traditional sales process. Well, we’ve fixed that problem too.

Now available through CCW, Cisco Network Express for Enterprise Networking allows you to attach managed services at the point of sale. By streamlining our Foundation tier of service for network devices and implementing the offer in CCW, we have enabled hassle-free attachment of managed services when you book your orders. Network Express is our new “express lane” for quick and easy procurement of managed services for all supported enterprise networking devices.

Defer Investments by Reducing WAN Traffic Loads

Reduce traffic loads across your WAN with techniques such as data compression, data redundancy elimination, and TCP/UDP packet flow optimization. Along with quality of service and traffic shaping features, Cisco WAAS reduces WAN traffic flows while ensuring optimal application performance.

Attacking the Pain Points

As we analyzed the market and spoke with our channel partners, we realized that we needed to address a number of pain points to make our partners more effective in meeting the needs of their customers. Network Express was designed to eliminate the following:

- A disjointed sales experience in which product and managed services were handled in different cycles and with different tools

- A paper-based offline process that included contractual negotiations on terms and conditions of delivery—Network Express utilizes CCW's eCommerce workflow to add managed services at the point of product sale
- A difficult shopping experience—we wanted managed services to be as easy to procure as adding them to your online shopping cart
- Confusing tiers of deliverables with optional features—Network Express addresses a core set of deliverables for customers who essentially need managed services to ensure uptime of the network, not proactive relationship management and proactive infrastructure analyses

Network Express—Managed Services Through Cisco Commerce Workspace

Network Express for Enterprise Networking provides the same level of managed services we've always provided through our traditional sales processes, only now you can acquire them through CCW with the convenience of online shopping. No contractual or statement of work (SOW) negotiations, and no tinkering with line-item deliverables. It's really as easy as adding services to your cart.

Network Express is a clearly defined set of deliverables that provides our core level of managed services, which is our Foundation tier. It offers real-time device monitoring and management, plus end-to-end support for the infrastructure, including LAN and WAN, routing, switching, wireless, and mobility components. Cisco verifies and improves performance while also identifying, isolating, and remotely resolving issues. Increased automation accelerates the delivery of services and reduces the number of incidents that require engineer-level intervention.

Network Express delivers the following:

- Welcome kit with detailed instructions for a customer-led activation
- Event management
- Incident management
- Change governance
- Emergency change execution
- Operations support portal
- Reactive problem management
- Foundation-level reporting
- Automated operational metrics report
- Service-level objectives
- Circuit management (if Cisco monitors both ends of the circuit)

Next Steps

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