



Cisco Advanced Services **Network Availability Improvement Support**

Prepared for XX

Agenda



**Market Conditions
Today**



**The Cisco
Advantage**



**Network Availability
Improvement
Support**

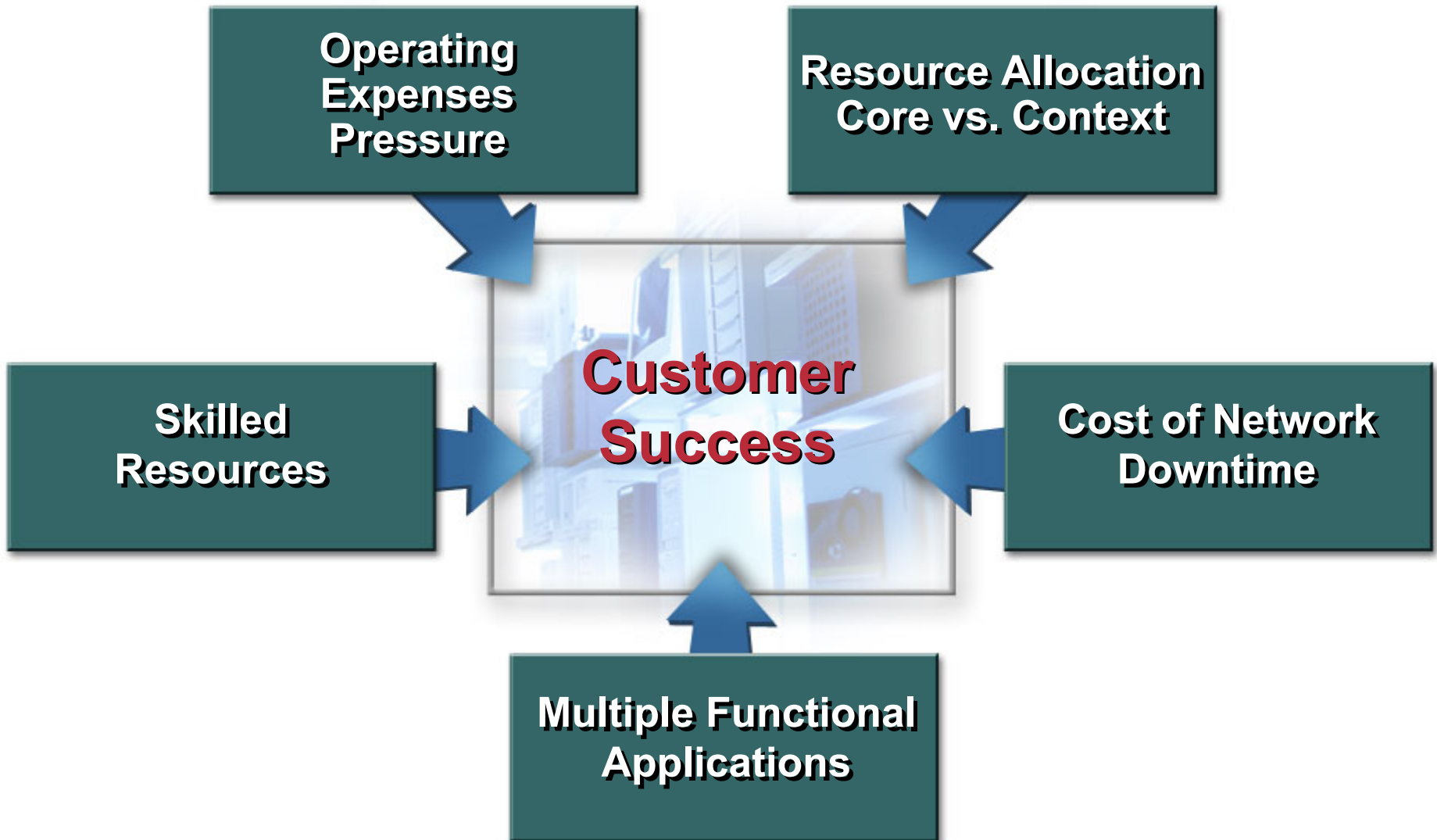


Next Steps



**Cisco Advanced
Services Overview**

Business Drivers Influencing Network Performance



The Importance of Network Solutions

Addressing Uncertainties

Disaster Recovery

High Availability

Bandwidth Flexibility
for Future Needs

Security Concerns/
New Laws

Lowering Costs

Lowering Total Cost of
Ownership (TCO)

Reduce OpEx

Higher Bandwidth at
Lower Cost per Mbps

New Technologies on
Existing Infrastructure

Realizing Productivity

Minimize Business
Disruption Due to
Network Downtime

On-demand Bandwidth
Availability Between
Enterprise Sites

Industry Accepted
Technology

Transparent
Application Activation

Features Enterprise Customers Want Most

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High availability tops the list of features desired for building WANs, VPNs, and Internet access

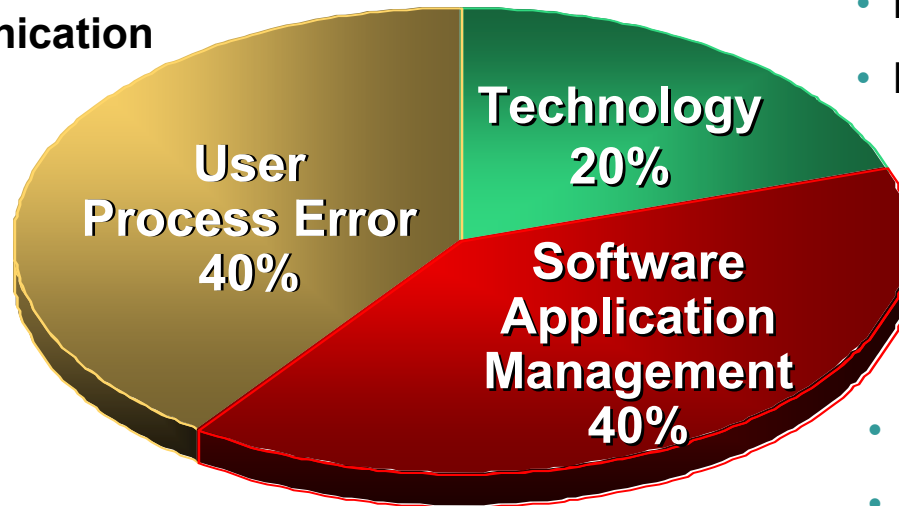
- 1. High availability/automatic failover**
- 2. Manageability**
- 3. Ease of use**
- 4. Integrated security**
- 5. Standards based**

Sustaining Availability— Continual Process Improvement



Factors Affecting Network Availability

- Change-management discipline
- Process consistency, methodology
- Team communication



- Hardware and/or Cisco IOS® Software issues
- Technology incompatibility
- Environmental issues
- Natural disasters
- Lack of redundancy

- Application issues
- Cannot support load
- Not scaled to user group

What is High Availability?

- Network path availability
- Device availability
- End-user service availability

Percent Availability	No. of Nines	Downtime Minutes per Year	Description
99%	2 nines	5000	
99.9%	3 nines	500	Well-managed
99.99%	4 nines	50	Highly available
99.999%	5 nines	5	Carrier class
99.9999%	6 nines	.5	

The High Cost of Network Downtime

- **Loss of productivity, overtime, rework**
- **Ability to meet service-level agreements**
- **Effect on customer commitments, deadlines**
- **Decline in customer satisfaction**
- **Weakened market position, business image**

Potential Loss of Revenue by Industry Sector

Industry Sector	Revenue/Hour	Revenue/Employee/Hour
Financial institutions	\$1.49 M	\$1079
Banking	\$997 K	\$131
Healthcare	\$636 K	\$143
Telecommunication	\$2.06 M	\$169
Retail	\$1.11 M	\$244

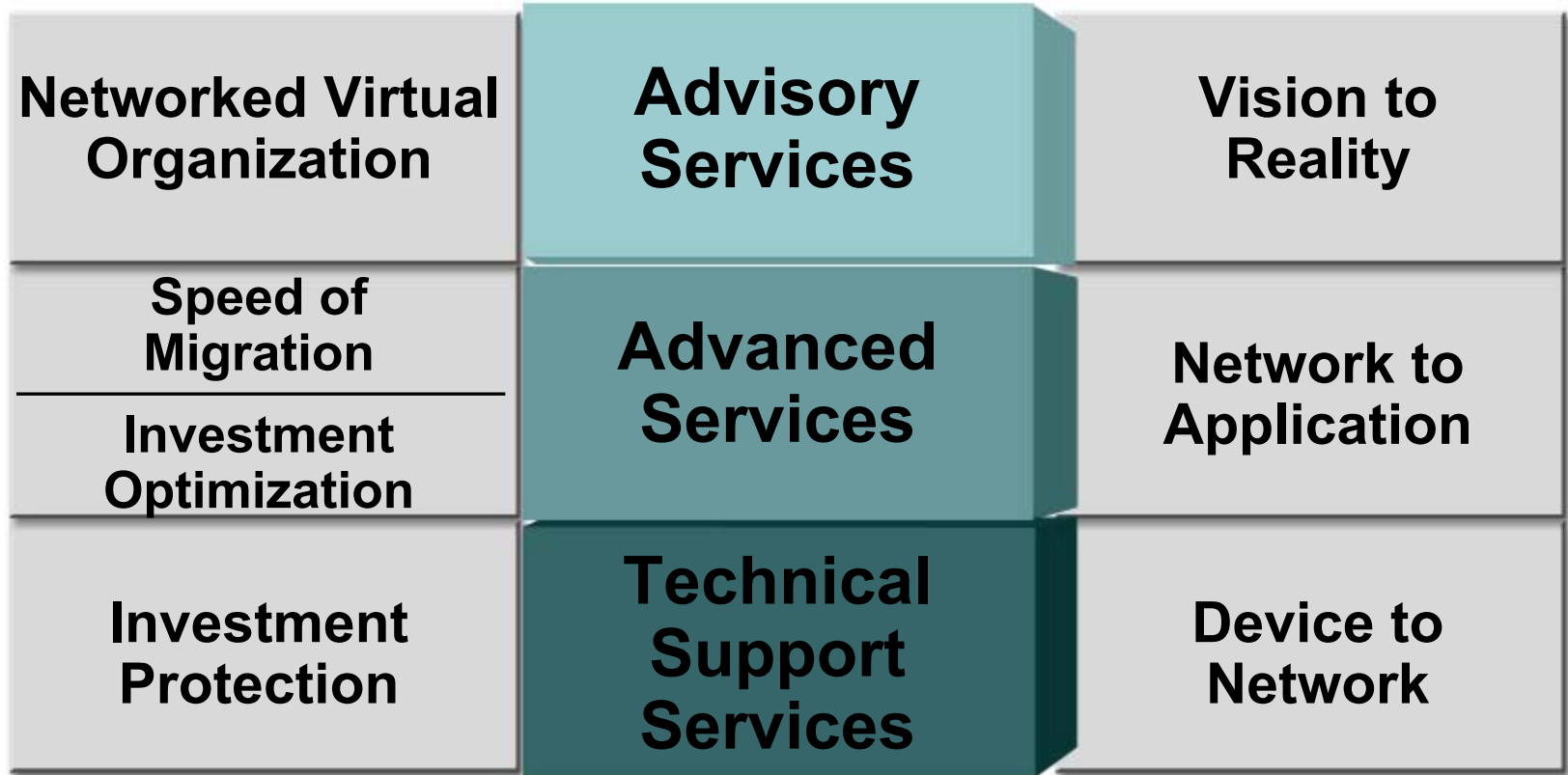
Source: Meta, Feb 5, 2002

- Cisco® can help you assess costs for network investment as well as your return on investment
- Network Availability Improvement Support has demonstrated return on investment for Fortune 250 companies worldwide

Cisco Services Portfolio

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Accelerate Customer Success



Network Availability Improvement Support Services

Standard Packaged Subscription Services	Subscription Options	A-La-Carte Services
Network Analysis Support	Onsite Program Management	Curriculum Planning Service
Gap Resolution Support	Onsite Gap Resolution Support	Functional Area Analysis
	Software Management Process Analysis*	Network Reliability Improvement Analysis
	Software Management Process Analysis Implementation*	Operational Readiness Assessment

* **Software Management Process Analysis and Software Management Process Analysis Implementation** are subscription options from Network Availability Improvement Support that require the purchase of the Software Strategy service from Network Optimization Support

Standard Packaged Subscription Services

Service	Value
Network Analysis Support	Helps you achieve network health and availability targets Analyzes your environment for conformance to leading operational practices Identifies gaps, recommends changes
Gap Resolution Support	Helps you implement gap resolution projects recommended through Network Analysis Support

Subscription Options

Service	Value
Onsite Program Management	Work with a Cisco® Advanced Services <u>program manager</u> to implement gap-resolution projects
Onsite Gap Resolution Support	Work with a Cisco Advanced Services <u>engineer</u> to implement gap-resolution projects
Software Management Process Analysis*	Identifies critical conformance gaps in your software management processes Recommends improvements
Software Management Process Analysis Implementation*	Helps reduce the time to implement recommendations and improve network performance Augments your staff's knowledge and experience through ongoing consultation

* **Software Management Process Analysis and Software Management Process Analysis Implementation are subscription options for Network Availability Improvement Support that require the purchase of the Software Strategy service from Network Optimization Support.**

A-La-Carte Services

Service	Value
Curriculum Planning Service	Helps increase your network-support staff's skill and experience by providing a roadmap for training or informal knowledge transfer
Functional Area Analysis	Delivers a targeted, in-depth analysis that identifies conformance gaps in critical areas Recommends improvements
Network Reliability Improvement Analysis	Help you improve resiliency and availability by assessing areas of your network design, operational processes, and operational readiness to identify gaps Provides recommendations
Operational Readiness Assessment	Helps you to avoid costly errors that could contribute to downtime and outages by analyzing your network management and operational methods for conformance to leading practices

Customer Case Study—EDS

Profile

- A recognized global leader in delivering quality service to its business and government clients
- EDS' global IT infrastructure is unmatched in the services industry
- EDS has operated a global service delivery base for more than a decade, enabling delivery of services around-the-clock or from specific countries or time zones to better serve clients

Concerns

- Achieving maximum value from its global IT infrastructure
- Continuously improving service quality
- Aggressive delivery-time schedules
- Increased need for high-availability networks



Customer Case Study—EDS (continued)

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Services Engaged

- Operational Readiness Assessments

Results

- Improved network availability
- Improved network change management
- Network management and operational methods aligned with leading industry practices



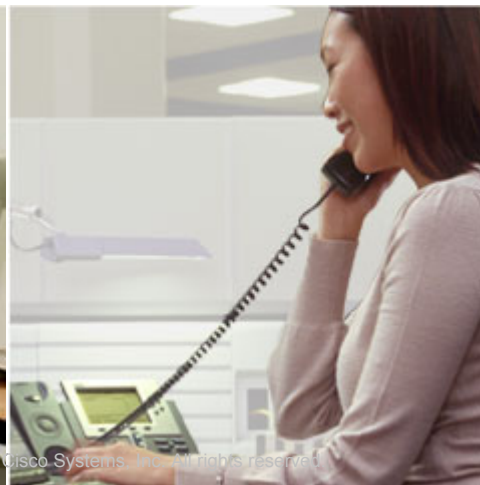
Customer Testimonial—EDS

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“The support that we're receiving from Cisco Advanced Services enables EDS to provide **a higher level of service across our network** than we could provide without Cisco Advanced Services. I can get Cisco resources when I need them, where I need them, and I can have access to their expertise that enables me to blend it with the EDS team so that ultimately we can provide a better end deliverable to the EDS clients.”

- Tom Egan
President, Global Services Delivery
EDS

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Network Availability Improvement Support Customers

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Ford Motor Company



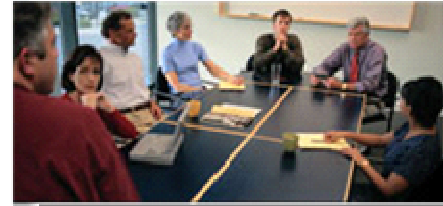
Cisco Services

Sustainable Differentiators

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People

- Cisco® certifications (2400+ CCIE® certified engineers)
- Industry-recognized experts
- Received several patents
- Authored numerous technical books



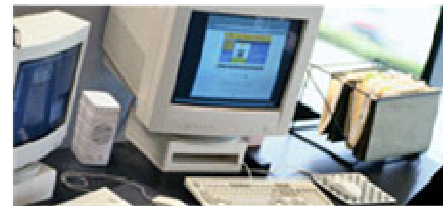
Processes

- Cisco Advanced Services knowledge database
- Operational leading practices
- High-availability methods and procedures
- Close alignment with development engineering



Tools

- NATKit
- Audits
- TAC Web
- Cisco Net Collector



Partners

- Globally scalable
- Specialized
- Use leading practices



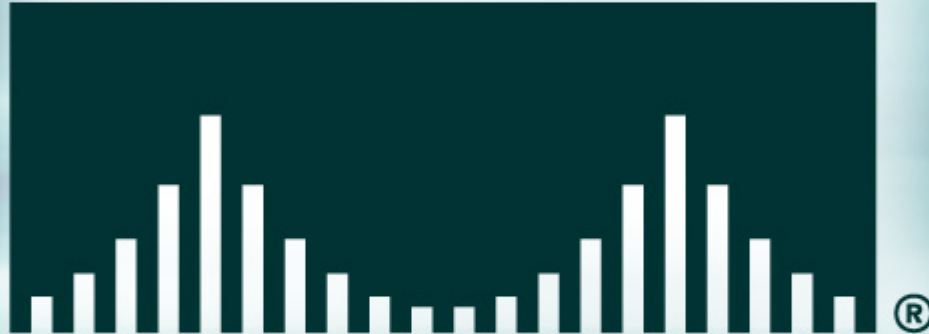
Benefits Summary

- **Maintain high availability of your network and minimize the effects of outages**
- **Decrease operating expenses and increase the return on your network investment**
- **Manage network consolidation, network security threats, software updates, and new solution deployments**
- **Maintain an optimized, high-performance network**

Next Steps

- **Gap analysis**
- **Operational services mapping**
- **ROI analysis**

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High Availability—Outline of Approach

- **Phase I**

- Set up data collection and analysis methodology

- Establish network availability baseline

- Set high availability targets

- **Phase II**

- Regular measurement and tracking of network availability (DPM/MTTR)

- Conversions to defects per million (DPM)

- Set up core team and subteams

- **Phase III**

- Track network and application impact for each ticket/MTTR

- Categorize DPM by root cause and begin trending

- Jointly identify key initiatives or areas of focus to eliminate defects

- Carry out key assessments as needed (for example, Operational Readiness Assessment)

- Identify requirements for network monitoring and data collection

Data Collection and Analysis Process

- **Understand current data collection methodology**
 - Customer internal ticket database**
 - Manual**
- **Collect and provide to Cisco® the following network performance data monthly:**
 - Outage start time (date and time)**
 - Service restore time (date and time)**
 - Problem description**
 - Root cause**
 - Resolution**
 - Number of customers affected**
 - Equipment model**
 - Component or part**
 - Planned maintenance activity and unplanned activity**
 - Total customers and ports on network**

Cisco Advanced Services Return on Investment

- **Cost displacement such as reduced investment due to network optimization services, or reduced training expenses due to knowledge transfer support**
- **Cost avoidance such as reduced network outages as a result of critical problem resolution services**
- **Revenue gain such as faster time to market from Cisco[®] design reviews and implementation support services**