Cisco Success Tracks

Get more value, faster, from your Cisco technology investments

Cisco® Success Tracks is a suite of digital-first services designed to help customers realize the full value of their Cisco investments. It empowers IT teams to conduct more proactive and predictive IT operations by combining trusted solution-level support, access to expertise and contextual learning with use case-guided journeys, and improved visibility through data-driven insights and analytics – all of which works to expedite adoption and maximize value realization.

Feature	Capability	Smart Net Total Care®	Solution Support	Success Tracks Level 1	Success Tracks Level 2
Trusted Support	24x7 product support	●	●	●	●
	No triage required to open a case		●	●	●
	High-priority case response objective	60 min.	30 min.	30 min.	30 min.
	Prioritized case handling		●	●	●
Expert Resources	Cisco and Success Tracks communities to connect with peers and Cisco specialists			●	●
	Ask the Experts best-practices webinars to help avoid technology adoption pitfalls			●	●
	1:1 consulting through Accelerators, tailored to specific use cases to speed adoption				●
Contextual Learning	Best-practices e-Learning courses to advance Cisco product knowledge			●	●
	Deep product training, certification prep, and remote practice labs to hone skills				●
Insights and Analytics*	Adoption view with expert guidance and checklists to help enable optimal adoption			●	●
	Assets and license view to facilitate better budgeting and planning			●	●
	Case management to track and improve case handling			●	●
	Security advisories, field notices, and bugs identified to help mitigate the impact of known product vulnerabilities			●	●
	Rapid problem resolution with automated data collection and analysis that Cisco experts use to troubleshoot and recommend actions faster			●	●
	Automated Fault Management automates service request creation when a fault is detected — saving time				●
	Case management KPIs to track operational performance				●
	Optimal software version recommendations to avoid potential software issues and risk				●
	Regulatory compliance checks for HIPAA and PCI to reduce network vulnerabilities				●
	Risk mitigation assessment to preempt device crashes				●

* Features coverage depends on the architecture solution. See the [Service Description](#) for more details.

Business outcomes

- Greater IT agility
- Faster technology adoption
- Smarter risk management

Supported Cisco solutions

- Campus Network
- Data Center Network
- Wide Area Network
- Collaboration
- Data Center Compute
- Integrated Secure Operations

Next steps

CX Cloud is a one-stop destination that combines Cisco expertise and insights to accelerate your success.

Talk to your Cisco team to learn more about how Success Tracks can help you achieve your business objectives.

Reach out to your Cisco contact to schedule a CX Cloud demo today.