

Business Critical Services for Financial Services

Deliver a superior customer experience powered by actionable insights

The cyber risks to the financial services industry have always been high, and research shows that financial services firms have experienced 300 times more cyber attacks than other companies.¹ Then came the pandemic, which hit the financial services industry especially hard. In fact, 45 percent have experienced a rise in attack attempts since 2020, while 65 percent of large financial services companies have faced a cyberattack in the past year.² For these reasons, it's no surprise that, today, risk is top-of-mind for financial services firms.

Digital transformation is another primary initiative for the modern financial services industry. In their efforts to transform their IT, though, many are faced with legacy IT that hold them back. This affects network capacity and speed, making it more difficult to roll out digital services for their customers. Thus, modernizing core systems is key for financial services firms. It must include a focus on enabling the mobile banking and contactless payment for clients and the remote work for employees that are increasingly expected. In fact, 74 percent of consumers around the world say that they will continue to use contactless payment after the pandemic, and evidence suggests that remote and hybrid work models are here to stay.³

Yet research shows that 86 percent of CIOs are dealing with a skills gap because they can't find the IT talent they need to protect their business, particularly in the areas of cybersecurity, cloud, and data security.⁴ Do you have the in-house expertise you need to keep your network secure and provide a consistently superior customer experience? Are you able to maintain a high-performing, always-on, secure network while also enabling ongoing innovation to remain competitive in today's market?

Cisco® can help.

¹ [Boston Consulting Group](#), Jun. 2019

² [Infosecurity](#), Nov. 2020

³ [Forbes](#), 2021

⁴ [Chief Executive Magazine](#), Sep. 2020



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Benefits

- **Protect your client data and your business** with expert assistance for IT threat management, risk mitigation, and breach and attack simulation
- **Provide effective, secure contactless payment and mobile banking options** for your clients with our data analytics, artificial intelligence, and expert insights to continually optimize your IT
- **Enable resilient, secure remote work** and gain expertise to help you scale as needed to meet your evolving business requirements
- **Maximize ROI and drive transformation** with IT expertise throughout the technology lifecycle for cloud and other solutions, powered by analytics, insights, and automation
- **Better support new solution deployment and adoption** by upskilling your team with best practices for technology solutions in your environment and expert knowledge transfer
- **Preempt issues and expedite issue resolution** with 8x5 case monitoring and escalation support, case tracking and data analytics, and monthly operational insights reporting
- **Gain new customers and retain existing customers** by rolling out new services more quickly and with fewer errors

[Cisco Business Critical Services](#) give you access to an elite community of world-class experts who have a proven track record of helping financial services organizations secure sensitive data and ensure greater resiliency. With Cisco Business Critical Services, you can leverage the knowledge and guidance of our experts to proactively secure and fortify your infrastructure and applications so you can focus on providing the seamless experience your clients expect and deserve.

Our new IT operational model empowers your teams with the guidance and information they need to modernize and re-architect their financial services. We share knowledge and insights into your technology solutions to reduce risk and improve performance by providing ongoing consulting, data-driven reviews, operational insights, and continuous expert guidance. Our skilled team helps you build resilient, adaptive, and transformative IT, at every step of your lifecycle journey, so you can consistently support your evolving client and business needs while running better, safer, and faster.

With Cisco expertise on your side, you gain assistance to optimize your IT environment to provide vigilant security and enable continuous innovation and business transformation. This means you'll have what you need to meet the demands of your clients today, while also being ready to continue delivering quality services with whatever comes tomorrow.

Maximize your IT investments

By choosing Cisco Business Critical Services, financial services firms can continue to evolve your IT strategy while maintaining high performance and security—even through growth and change. Our experts can help you achieve the outcomes you want by providing:

- Specialized Expertise to fill skillset gaps and address your changing needs
- Expert assistance for security strategy, threat management, risk mitigation, incident response, and breach and attack simulation
- Data analytics and insights on your contactless payment, mobile banking, and other technology solutions to enable you to optimize and improve your IT
- Real-time consultation from Cisco experts to speed successful configuration and implementation of new technology features
- Webinars and coaching sessions that deliver Cisco recommendations for leading solutions
- Hardware and software lifecycle management and upgrade planning support

Available tiers

Offered as 12-month or multi-year subscriptions covering the full IT lifecycle, Business Critical Services are available in three prepackaged tiers of service—Essentials, Advantage, and Premier—plus Specialized Expertise options including Scrum Services and Expert-as-a-Service to help you create an adaptive workforce of experts that's ready to address your top priorities.

Essentials

Essentials provides access to analytics, insights, and automation to help optimize performance and de-risk IT. Through 28 engagements or more a year with Cisco experts leveraging deep analytics that provide predictive, data-driven insights, you can build a resilient, stable, and secure IT environment to enable secure remote work and effective delivery of financial services to your clientele. This tier includes:

- **Operation Insights Review:** Reduce risk and meet compliance requirements by identifying and proactively mitigating issues within your IT infrastructure.
- **Change Window Support:** Implement changes with more confidence with real-time, remote guidance from our experts before and during scheduled change windows.
- **Priority Case Management:** Expedite issue resolution through 8x5 monitoring and escalation support for your Severity 1 and 2 Cisco Technical Assistance Center (TAC) cases.
- **Ask the Experts:** Grow your team's skills with unlimited access to a catalog of webinar sessions to help you onboard, implement, use, adopt, and optimize Cisco solutions.

Advantage

Advantage accelerates transformation and adoption of IT through access to Cisco analytics, insights, and automation, with more engagements than Essentials. By engaging with Cisco experts 66 times a year or more, your IT teams can create the right architectural strategy and plan and engineering design, as well as conduct effective implementation and testing to achieve your technology goals. This tier includes all the services of Essentials plus:







- **Expert Review Workshops:** Leverage a variety of reviews for strategy, design, resiliency, testing, and audit to integrate Cisco best practices for IT performance, availability, and growth.
- **Expert Incident Review:** Improve the stability, security, and performance of your technology solutions with expert reviews of trends and remedies for high-priority Cisco TAC cases.
- **Accelerators:** Engage in remote coaching sessions to gain expert recommendations to increase in-house knowledge and promote alignment of your technology with your targeted outcomes.

Premier

Premier offers all the capabilities of Advantage but with flexible engagements—when, where, and how you need them—to address your unique technology requirements. With Premier, you can proactively prepare for change and scale your IT as needed while you work to make your infrastructure more resilient, adaptive, and transformative to support your unique business priorities.

What's in the tiers

CX BCS lifecycle prepackaged portfolio and engagements

	Essentials	Advantage	Premier
 Operational Insights Review Sessions	12x per year	24x per year	Flexible
 Change Window Support	4x per year	4x per year	Flexible
 Priority Case Management	12x per year	24x per year	Flexible
 Ask the Experts	No Limit	No Limit	No Limit
 Expert Review Workshops		4x per year	Flexible
 Expert Incident Review		4x per year	Flexible
 Accelerators		6x per year	Flexible
Expertise powered by the analytics, insights, and automation of CX Collaborative Intelligence			

Specialized Expertise

Specialized Expertise gives financial services organizations of every size the resources needed to create an adaptive workforce to fill skillset gaps. Services are backed by Cisco's proven approach and a top talent pool with access to cutting-edge intellectual capital, tools, and best practices. You gain access to leading expertise, powered by Cisco analytics, insights, and automation, to help you secure your network, drive innovation, speed technology transitions, and solve complex problems.

- **Scrum Services:** Proactively address your top initiatives throughout the lifecycle with a team of experts and flexible IT engagements that allow you to easily adjust skillsets to match your evolving needs. Project focus areas include cloud transformation, security and threat management, and much more. Our Scrum Services can be sized up front to support focused engagements or help handle unexpected events, so you can quickly pivot to urgent projects, such as rolling out a new solution or securing the workforce and workplace. This allows you to prioritize skillsets based on specific needs and quickly pivot to the most strategic or urgent projects.
- **Expert-as-a-Service:** Close talent gaps with the precise expertise you need to perform at peak levels. You can right-size and align resources with the complexity, scope, and duration of your specific use case, and match the capabilities of our expert to your project and required capabilities. Choose a solution architect for domain knowledge and architectural design and support, a consulting engineer for hands-on confirmation of your Cisco technologies, a project manager for large strategic projects that require end-to-end delivery management and team coordination, or an outcome acceleration manager to guide you through the Cisco Product lifecycle from onboarding to optimization.



Expertise throughout the lifecycle powered
by analytics, insights, and automation

Next steps

Do you have the right knowledge, tools, and performance insights in place to secure your network to protect and defend against increasing cyberthreats? Are you prepared to shift your IT model to accommodate new services? Let our Cisco Business Critical Services experts, powered by analytics, insights, and automation, help you reimagine your IT for agility, growth, and innovation.

Speak with your local Cisco account representative or authorized Cisco partner today and find out more. Or visit <http://cisco.com/go/bcs>.