

Smart Solutions Maximize Federal Capabilities for Mission Success

Partnering to achieve your priorities, today and tomorrow

Federal leaders are challenged by increasing customer demands for open and innovative government and new services while optimizing investments. Cisco Federal Services, along with our partners, brings the largest collection of industry experts in the world to help you plan, build and manage your mission-critical application infrastructure.

Whether consulting on best-practice business and technology architectures or providing knowledge transfer to augment your agency's capabilities, Cisco Federal Services delivers a comprehensive portfolio of services that solve even your toughest operational challenges.

Cisco together with you...Smart. Personalized. Committed.

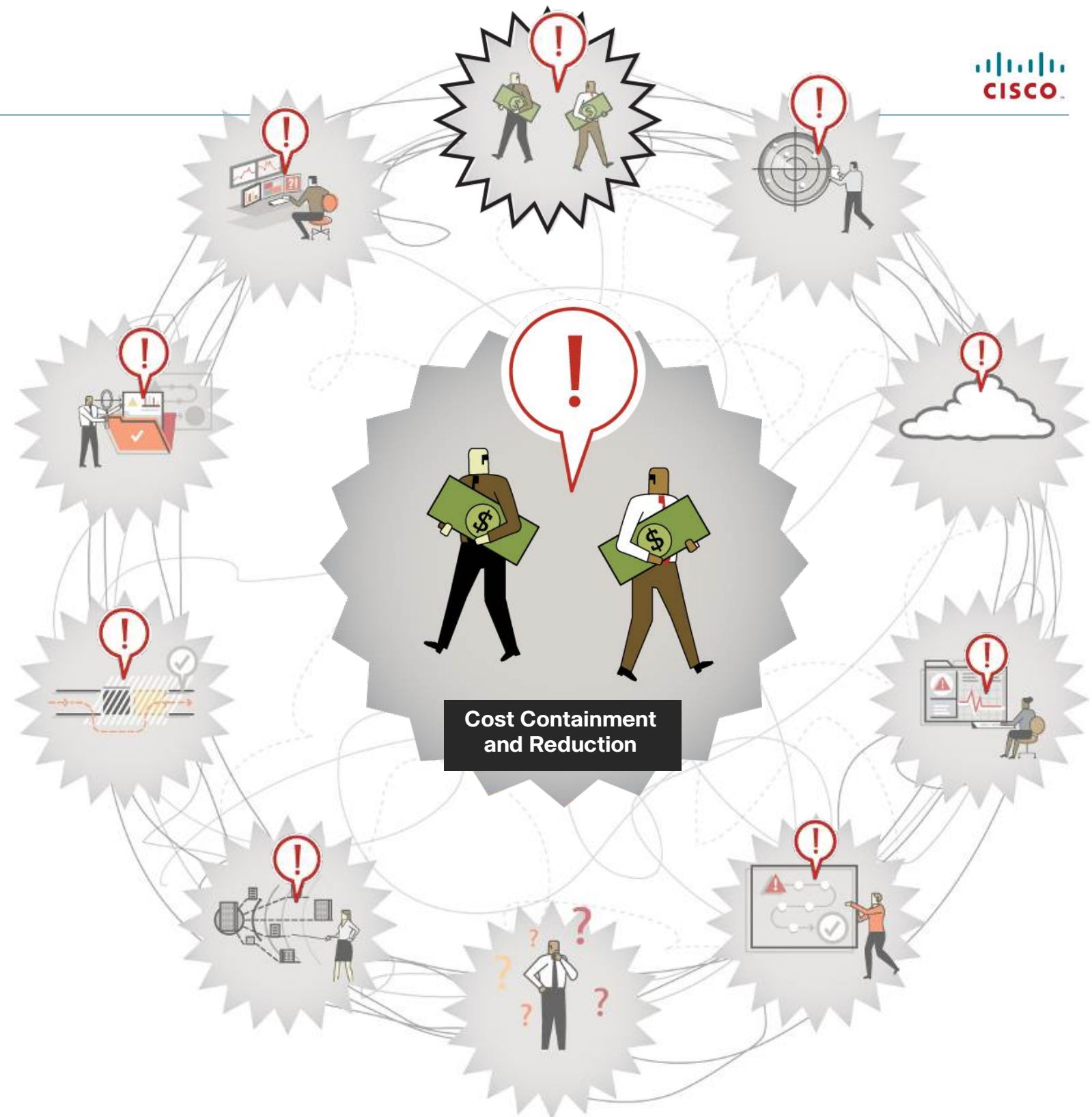
Learn more about [Cisco Services for Government](#).



Cost Containment and Reduction

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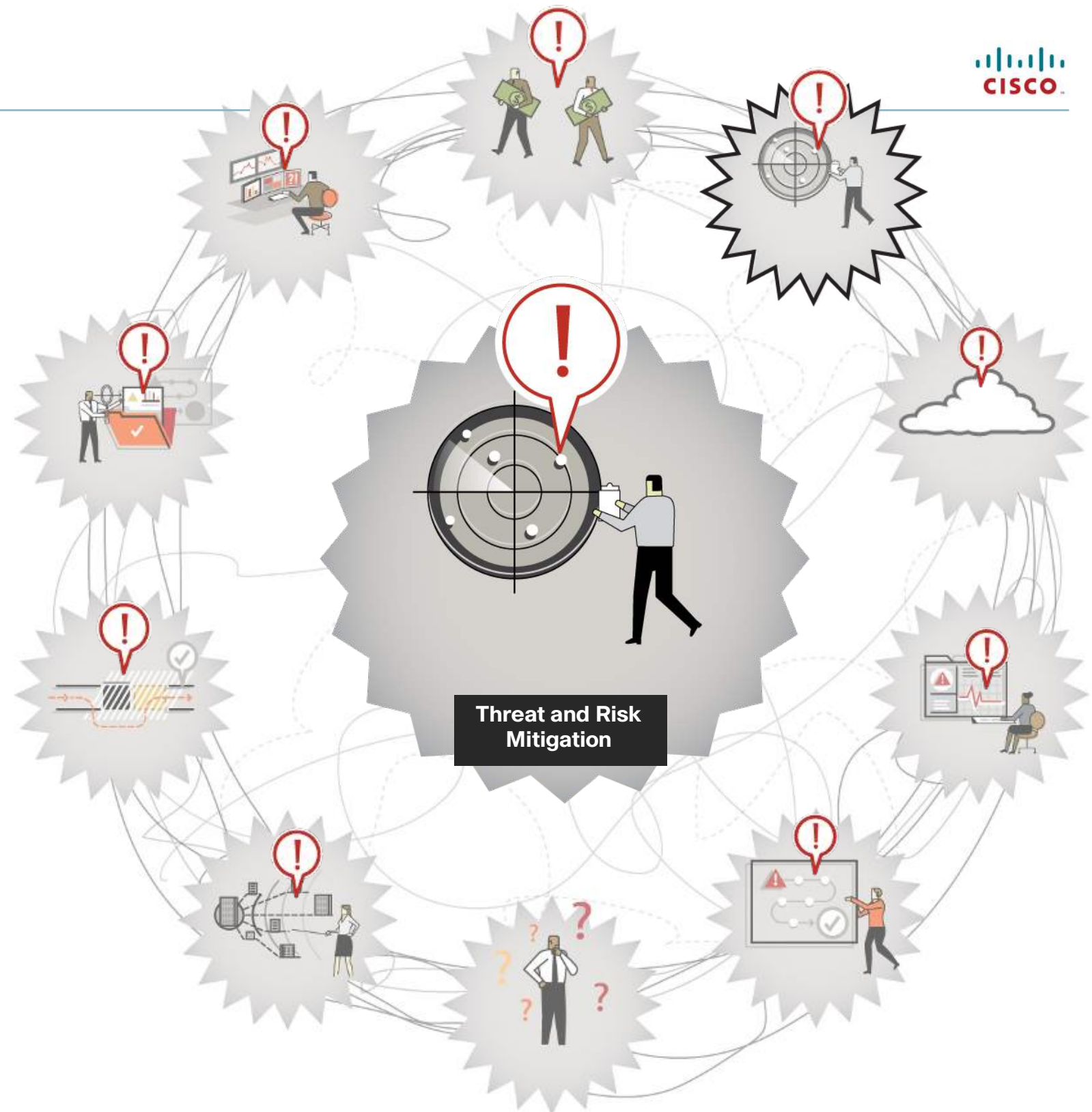
The Cisco Federal Services approach to cost optimization is driven by transformation and is designed to help you gain more business value from your technology investments.



Threat and Risk Mitigation

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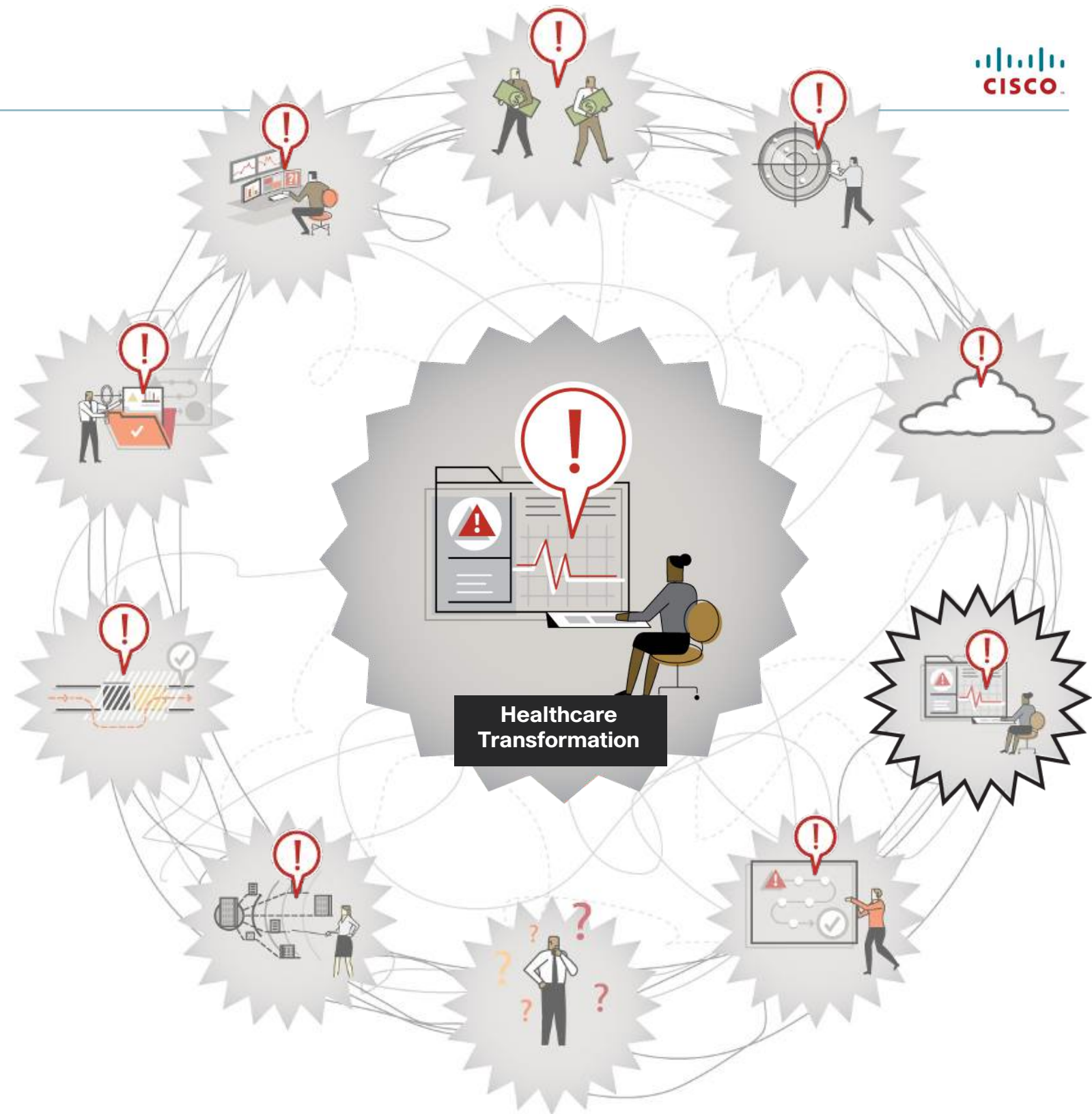
Maintain trust, visibility and business resilience while mitigating security risk and aligning with security policy and compliance requirements. Cisco Federal Services helps governments down the path to secure information and a secure network infrastructure.



Healthcare Transformation

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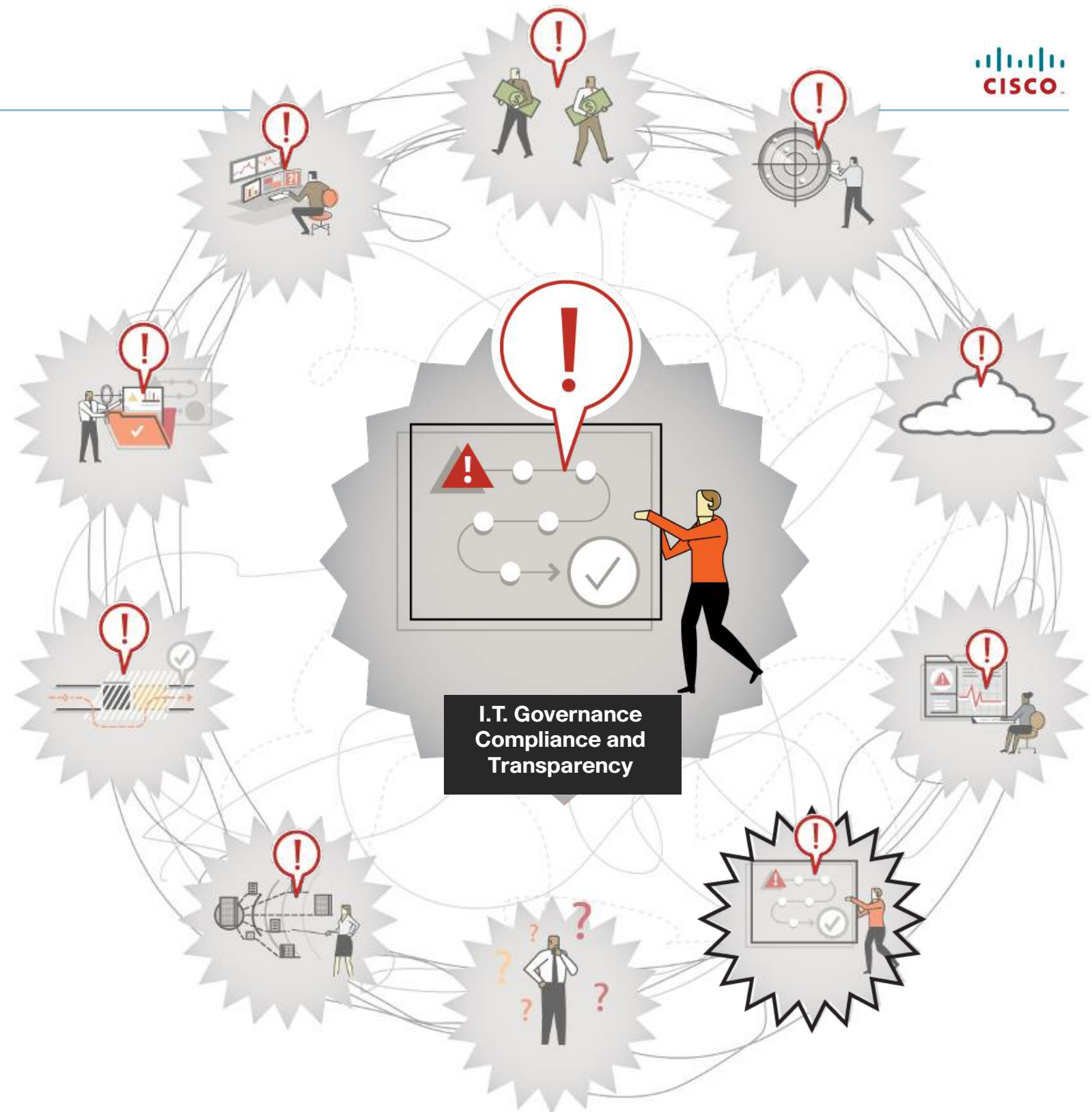
Healthcare agencies are focused on improving access, quality, efficiency and the cost of care. Cisco's "Connect to Care" healthcare solutions, such as Nurse Call, HealthPresence and others, can help you plan, build, and manage the required solution, and provide you with the support you need to achieve clinical and operational excellence for superior patient care - today and tomorrow.



I.T. Governance, Compliance and Transparency

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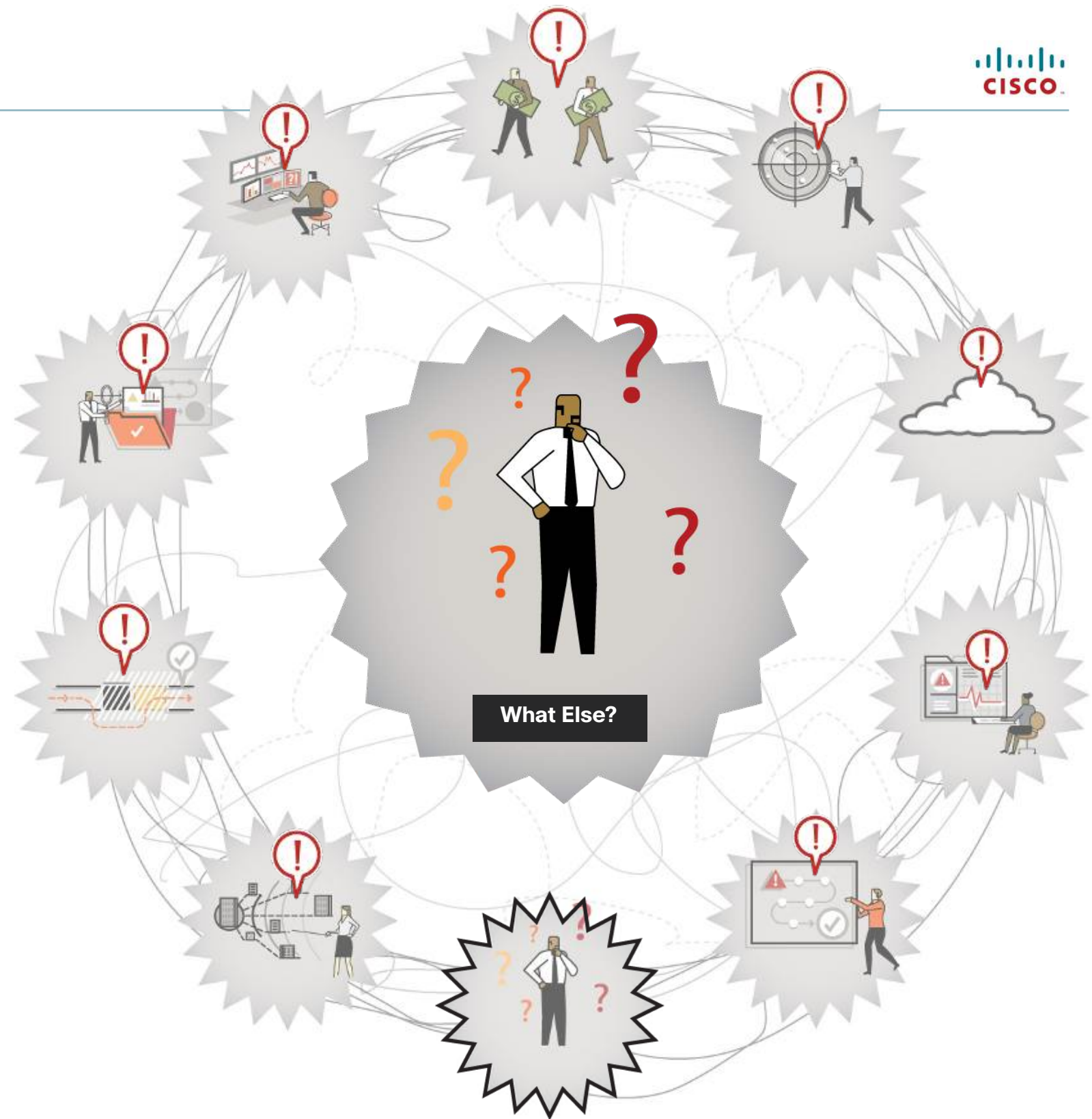
Build an effective IT governance, risk management, and compliance program, while reducing audit and risk mitigation costs. Cisco Federal Services helps federal agencies share and collaborate while protecting information and conforming to industry standards, regulations, and best practices. Our infrastructure assessments, for example, are industry-leading processes to baseline your current environment and provide mitigation strategies where risk is identified.



What Else?

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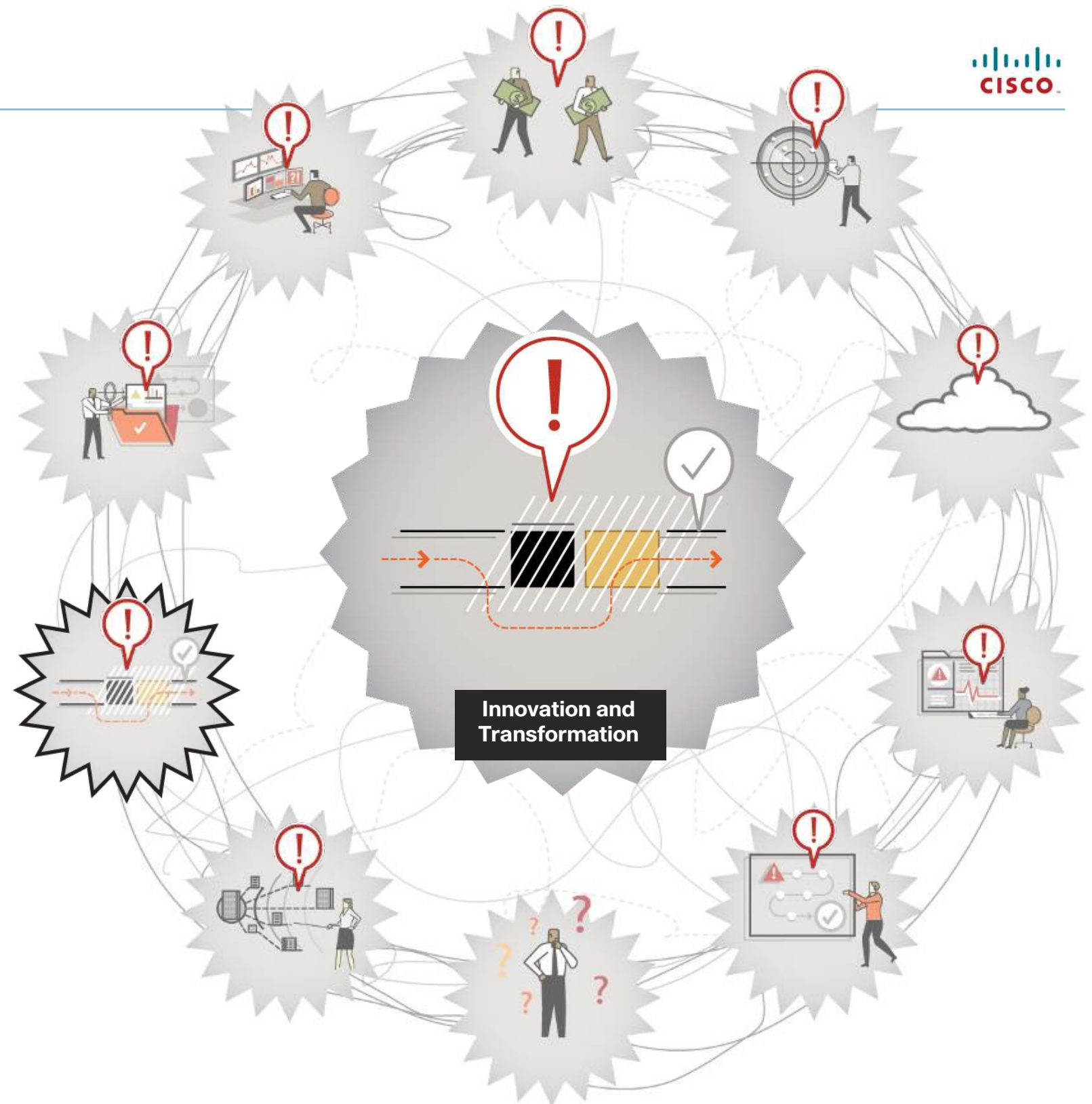
One thing's for certain....government challenges and priorities will continue to grow and change. Mission, citizen and regulatory requirements continue to evolve. As an IT leader, Cisco listens to our federal clients and will stay closely tuned in to your evolving requirements. We focus on developing solutions that meet your needs and priorities.



Innovation and Transformation

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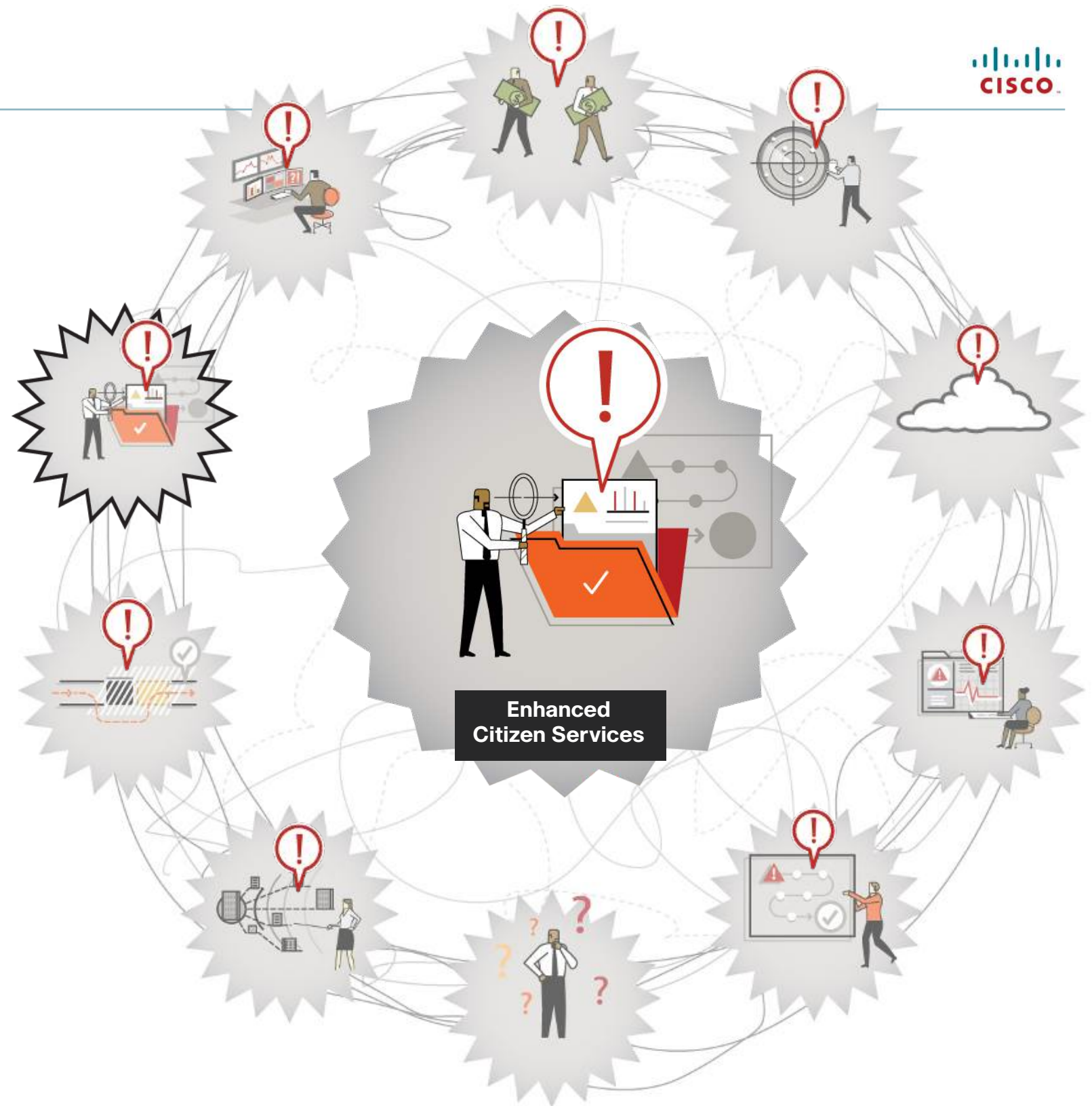
Government agencies are challenged to provide better and broader capabilities leveraging collaboration, video, cloud, and other technology approaches as they evolve and mature. Fitting new technology capabilities into your architecture and mission alignment processes can be very challenging. Cisco Federal Services can help create a strategy that aligns mission requirements with technology evolution. As Cisco continues to lead market transitions, we can help you prepare and evolve your capabilities to address these challenges.



Enhanced Citizen Services

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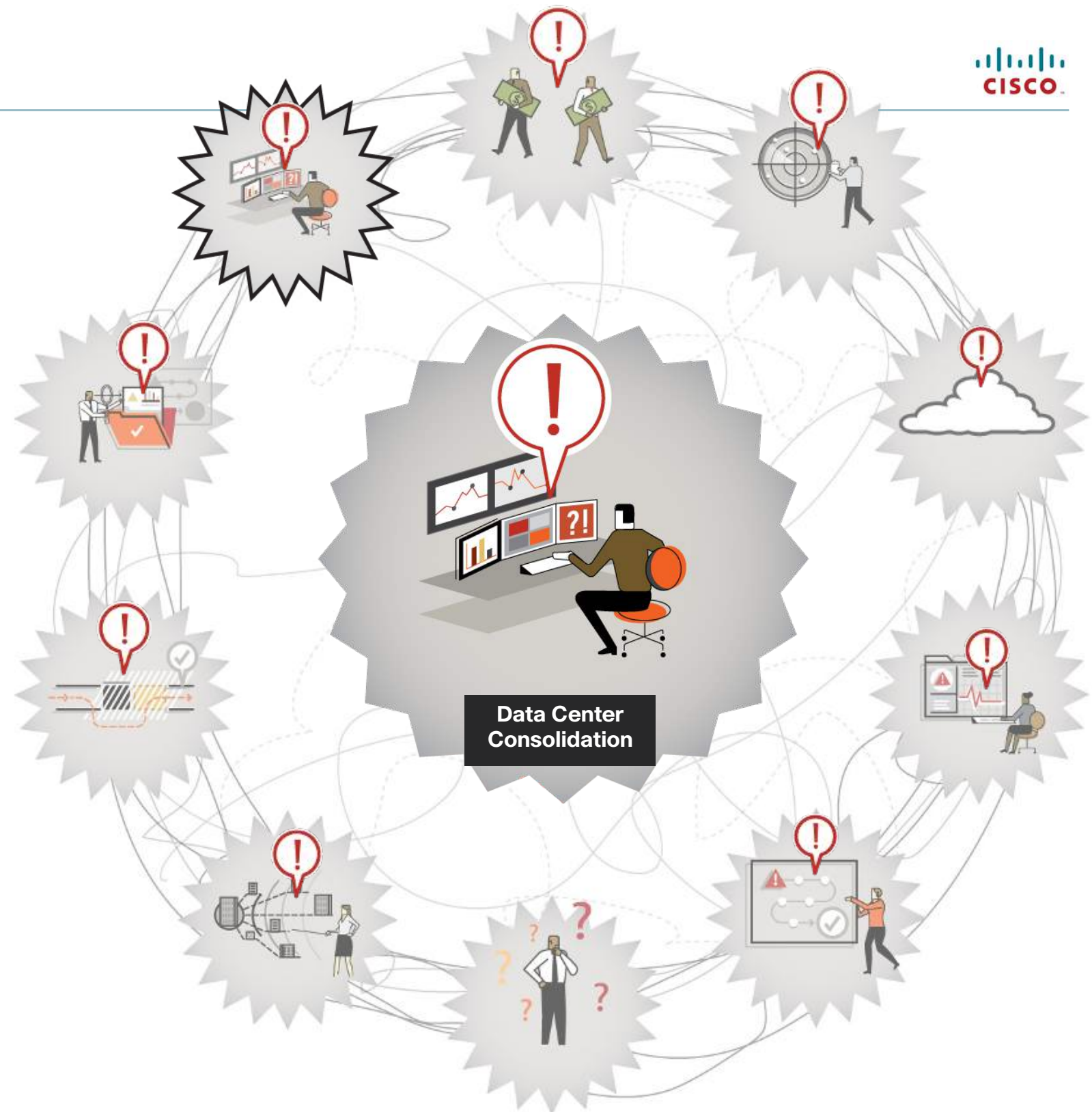
Open government mandates and trends support enhanced citizen services. How can you build and support transparency in government while accommodating needs for security? How can you leverage industry-leading practices for the good of citizenry? Our “Cisco-on-Cisco” workshops, industry best-practice architectures and solutions sharing can help.



Data Center and Consolidation

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Cisco Federal Services support customers through each stage of their data center transformation. From strategy and implementation, to sustaining optimal operations, we help you realize the full value of your data center investments by leveraging industry best practices and proven measurement tools.



Capabilities through Architectures

Cisco Federal Services and our partners can help your agency plan, build and manage architectural solutions that create value for your critical technology initiatives.

Cisco Services can facilitate Architecture Workshops to assist you in gathering the initial data required to enable transformational solution development. These workshops can be followed by engagements that assess your organization's current architecture capabilities, providing recommendations for organizational alignment with mission requirements. Cisco can also provide multigenerational plans around mission critical infrastructure architecture.

Cisco also provides an Operational Risk Management Analysis service coupled with a support skill set assessment to ensure that future architectures are easily absorbed into your current operational support organization. Support strategies are developed to seamlessly integrate solutions and the associated technology into your agency. [TAKE A TOUR](#) ►

Collaboration and Video

- + Enhance citizen service offerings
- + Increase responsiveness and improve productivity
- + Reduce travel time & cost

Any Information, Any time, on Any Device

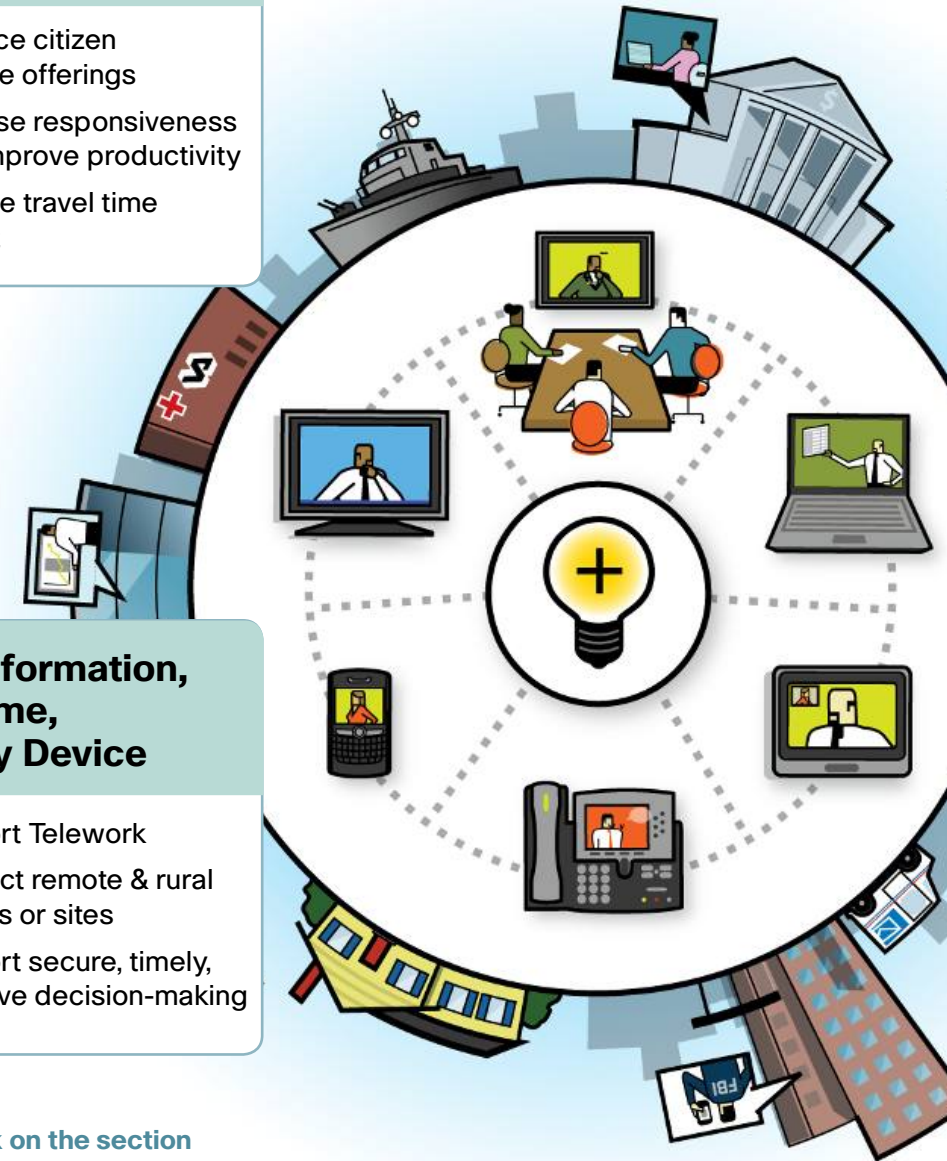
- + Support Telework
- + Connect remote & rural citizens or sites
- + Support secure, timely, effective decision-making

New Application Hosting Models (Cloud)

- + Increase data center utilization
- + Increase flexibility, scalability, speed to launch new services
- + Disaster recovery/COOP
- + Reduce CAPEX and OPEX

Cybersecurity

- + Trust: Secure foundation for managing information and assets
- + Visibility: Detect, mitigate and prevent threats
- + Resilience: Rapid response to security breaches
- + Compliance: Regulatory and other requirements



Click on the section titles to learn more.

Collaboration and Video

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Employees and customers everywhere are seizing the benefits of video to propel collaboration and business process improvements, accelerate decision-making, and reduce costs. As you evolve your unified communications, including presence and the use of cloud and video, you need business and technology expertise. As the world leader in collaboration and video, Cisco Federal Services can help you plan, build, and manage your collaboration solutions. Our partner community brings extensive certifications in these fast-moving technology capabilities... you need us at your planning table.

Learn more about Cisco Federal Services for Collaboration and Video online:

[Cisco Collaboration Services](#)

[Cisco Telepresence Services](#)

[Video Services](#)



Any Information, Any Time, Any Device

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Federal agencies must adapt to rapidly changing citizen needs and technology trends. In a connected, on-demand society, you need to remove communication barriers, while maintaining security, and enabling real-time interaction between people and departments to securely share data, infrastructure, and services. Cisco helps federal agencies address these needs with services for:

- Telework to facilitate meeting the requirements of this initiative and enable optimal efficiencies for agency employees
- Improved citizen experiences by offering services when, where, and how they are needed
- Enhanced public safety and security for ongoing and emergency operations
- Protecting citizens by securely delivering real-time, accurate, actionable information to any location
- COOP to continue operations during inclement weather, pandemic, or emergency situations

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Any Information, Any Time, Any Device

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Services from Cisco and our partners enable the transition to securely receive any information, any time, on any device. Cisco Federal Services offers a range of services to help you establish a comprehensive security architecture and extend the secure network perimeter, adapt solutions to your unique business requirements, and improve your operational efficiency. Enable your network architecture and the business solutions that run on it with intelligent, personalized services from Cisco and our partners.

Learn more about Cisco Federal Services to enable secure communication of Any Information, Any Time, on Any Device:

[Secure Mobility Services](#)

[Services for Unified Workspace](#)

[Services for Switches](#)

[Services for Routers](#)



New Application Hosting Models (Cloud)

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Consolidation/virtualization/automation: Cisco's Domain TenSM framework leverages best-practice industry experience from Cisco Federal Services and our partners to help you plan, test, measure, scale and execute your Data Center and Cloud strategy. Optimize your data center environment, increase compute utilization, and accelerate transformation to a virtualized data center.

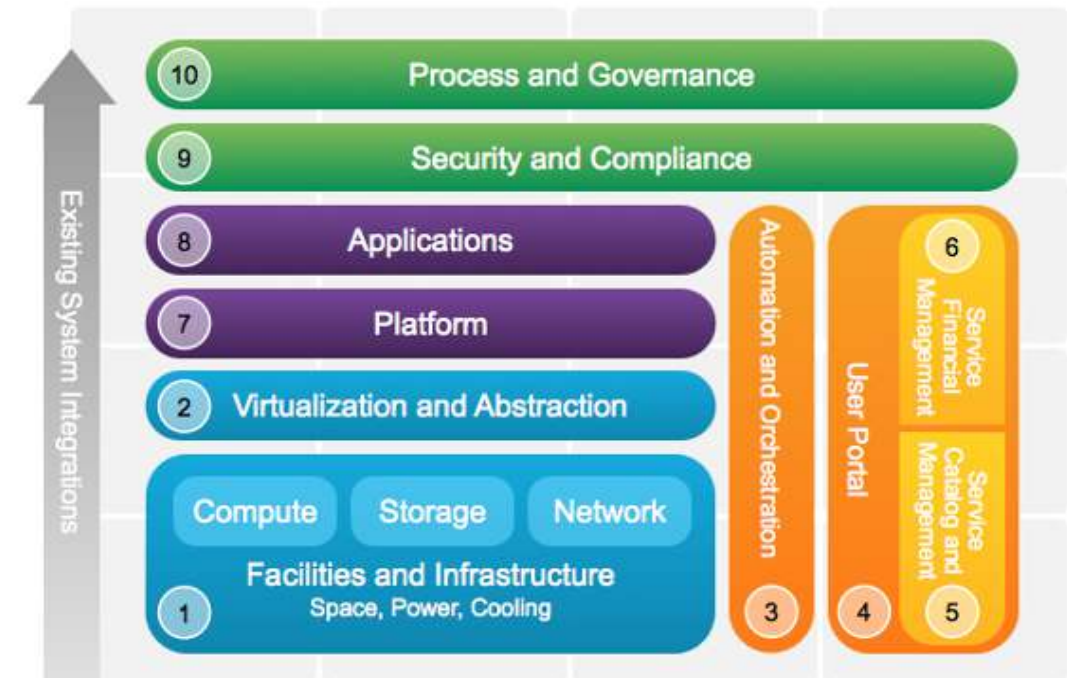
Private and Public Cloud: From the original business case, to design of chargeback models, workload migration, staging and validation, and 'day 2 support', Cisco Federal Services and our partner community can help you realize the benefits of faster, flexible, more cost-effective cloud deployments.

Compute: Cisco Federal Services and our partners provide services to help assess your current application hosting environment and provide mature and evolving strategies for cost reduction opportunities by reducing overall server footprint and higher end user experiences.

Application Management Services: Build a more scalable, efficient and resilient data center. The Cisco Lifecycle Services Approach helps you discover the network and other devices, profile network and application traffic, analyze live traffic to identify under-utilized capacity, assess end of life software, and troubleshoot system and network threshold-related problems.

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Starting with Cisco Domain TenSM Simplifying Data Center Transformation



New Application Hosting Models (Cloud)

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Efficiency/Green Data Center Services: Buying energy efficient technology may seem like a good idea, but you end up much farther ahead by rethinking how you use all the technology in your existing data center. Cisco Federal Services can help you increase the efficiency, capacity, and life of your data center through our efficiency and facility assessments.

Data Center Networking Services: Maximize your investment with Unified Fabric. Cisco can assist you with Ethernet/Fibre Channel over Ethernet (FCoE) architecture design as well as storage and SAN network design. Cisco's Unified Fabric, along with Cisco virtualization services, can help you reduce your server footprint by 30%+ and save CAPEX and OPEX by up to 45%.

Learn more about Cisco Federal Services for New Application Hosting Models:

[Cisco Domain Ten](#)

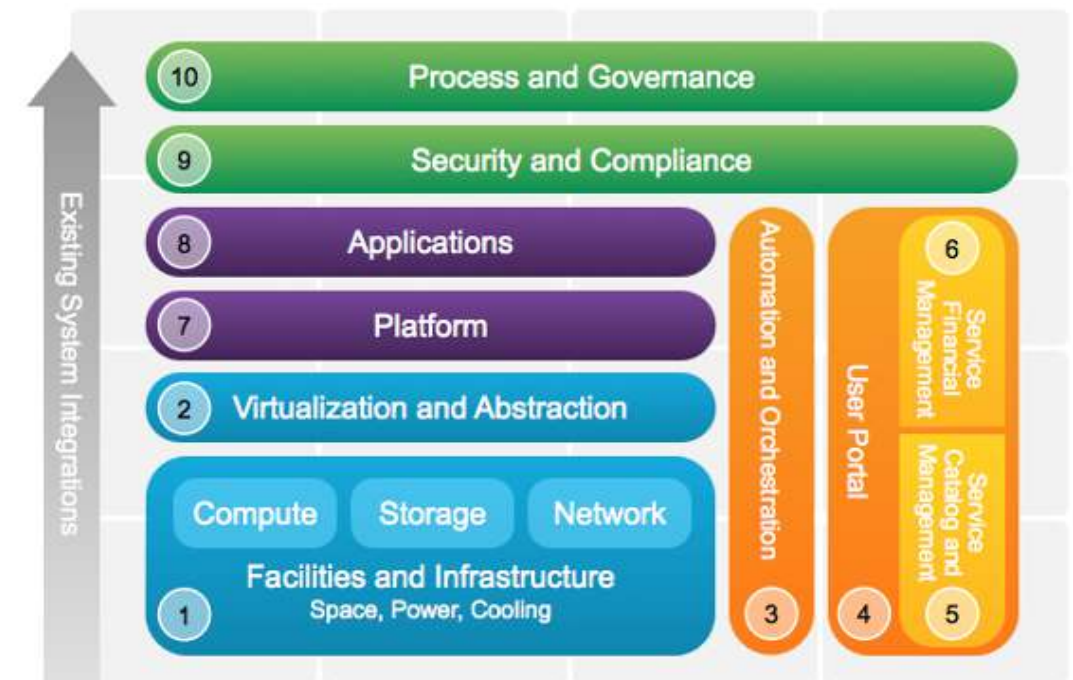
[Cisco Cloud Enablement Services](#)

[Cisco Data Center Services](#)

Download a PDF on Cisco's Federal Services for New Application Hosting Models:

[Cisco Cloud Enablement Services for Government](#)

Starting with Cisco Domain TenSM Simplifying Data Center Transformation



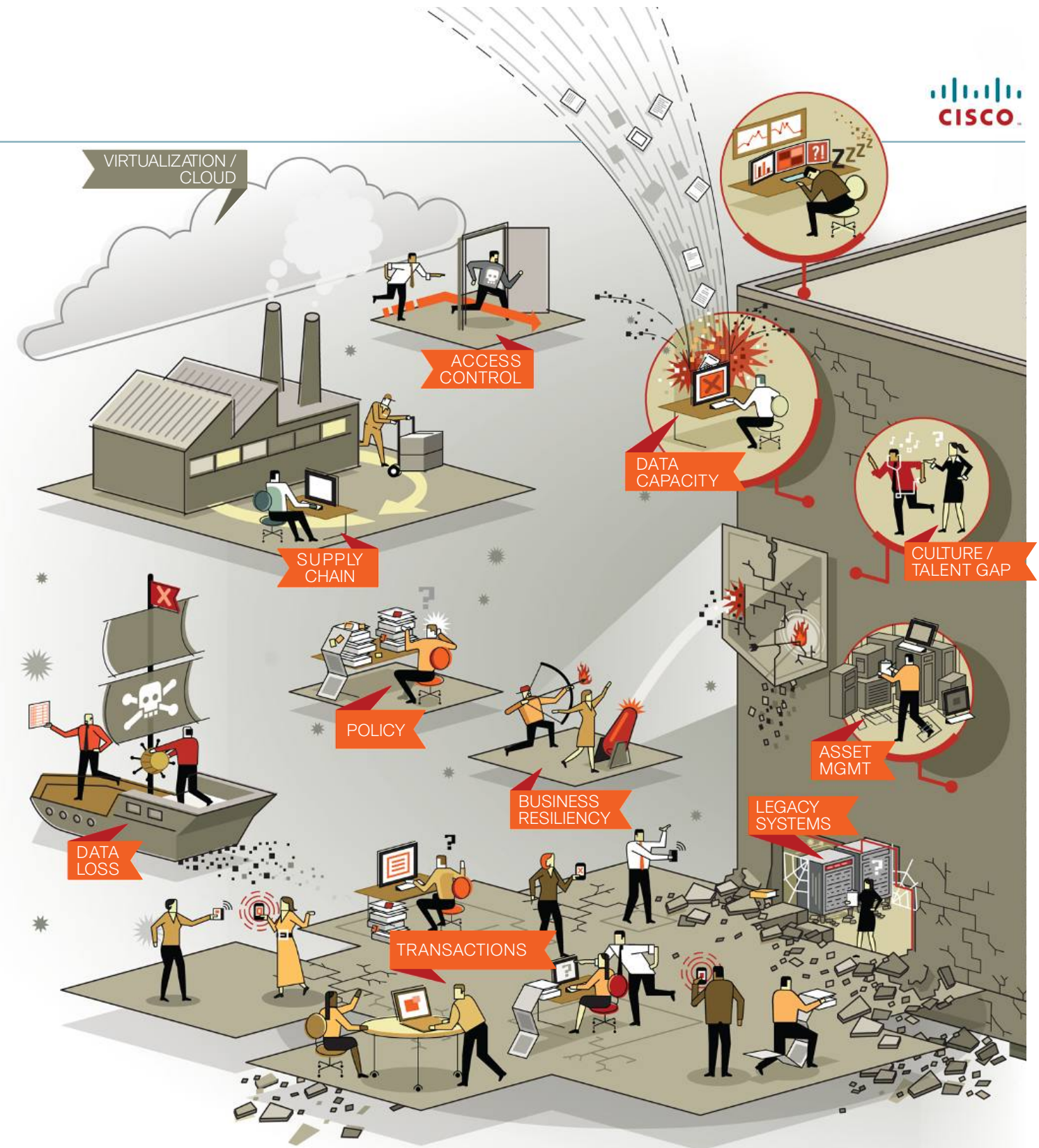
Cybersecurity

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- One of the most important steps your agency can take is to ensure you know everything connected to your network and maintain the security and operating system integrity of each component. Cisco's award-winning technical service, Cisco SMARTnet, combined with our security services, is the gold standard in a strong security posture.
- Cisco Federal Services' breadth of security services includes compliance assessment, design assessments, posture assessments, prevention services, risk detection services and remediation.

Learn more about Cisco Federal Security Services online:

[Cisco Security Services](#)



Our Lifecycle Approach

Our lifecycle approach aligns your challenges and priorities with architecture-enabled capabilities for success at every stage.

The Cisco Lifecycle Services portfolio includes a broad range of services that can help you increase your network's business value and return on investment. Services from Cisco and our partners enable you to realize the full business value of your technology investments by harnessing the network as a powerful business platform to help you successfully plan, build, and manage Cisco technologies.

[TAKE A TOUR](#) ▶



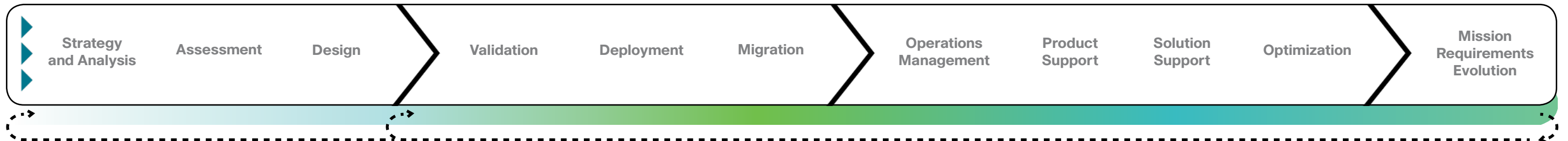
PLAN



Click below to move across the lifecycle.

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Plan

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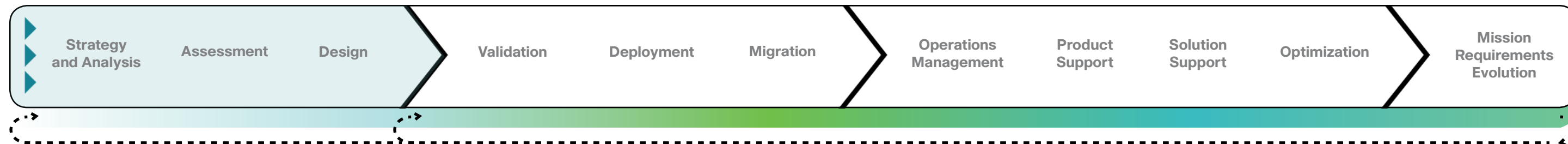
Develop an architectural strategy, transformational road map, and designs.



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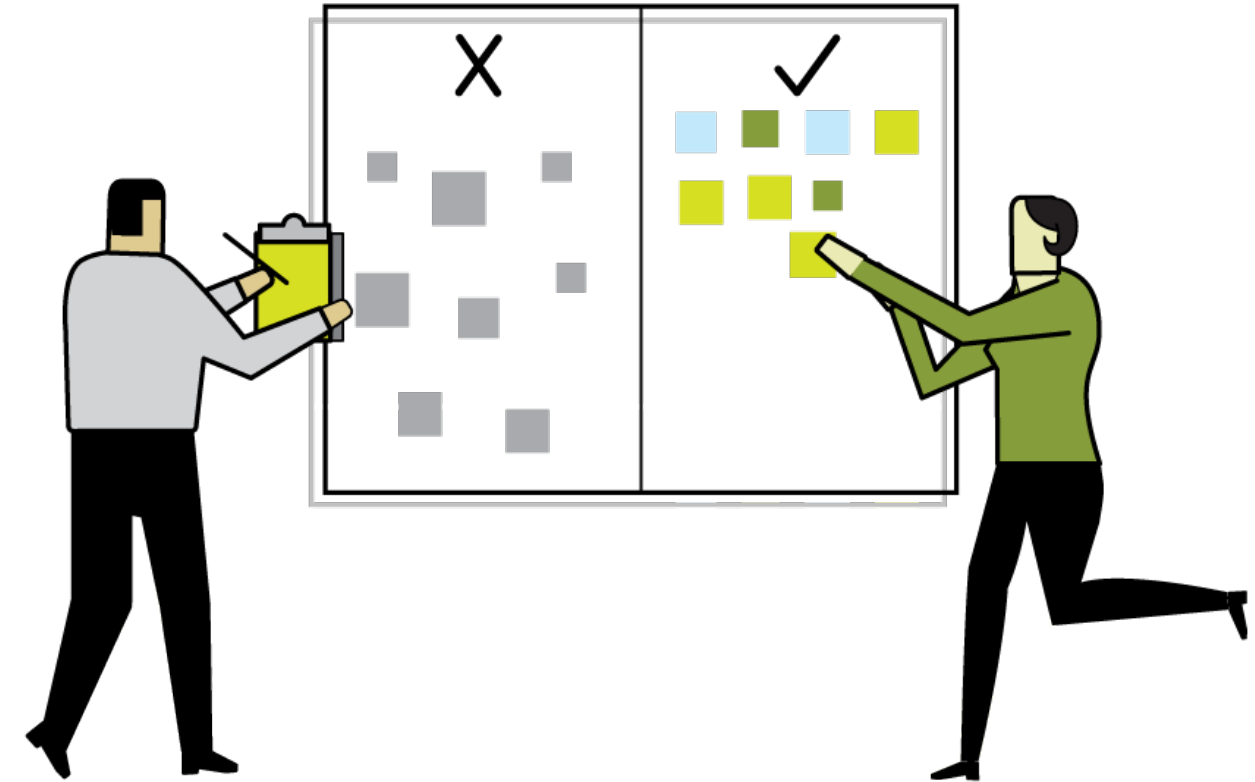


Plan: Strategy and Analysis

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Strategy and Analysis Services help you to effectively support new and future business requirements by creating architectural strategies and roadmaps for transforming your network architecture and operations management. They enable you to:

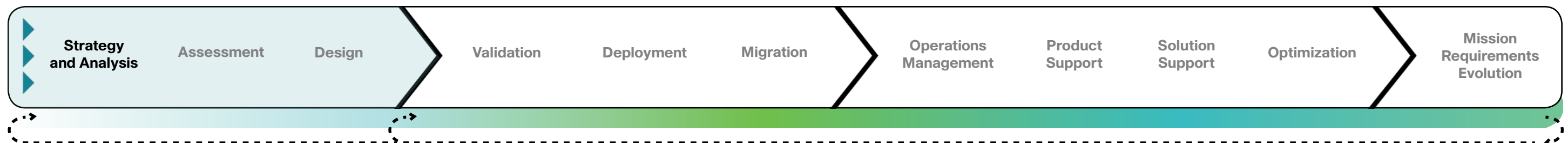
- Prioritize and focus architecture transformation and network operations and engineering management efforts
- Accelerate the development of a cost effective strategy with a measurable ROI
- Successfully transform your infrastructure, management, people, and processes



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Plan: Assessment

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Assessment Services help you determine your IT and network infrastructure's compliance to best practices and policies and/or readiness to support a new technology, application, architecture, or solution, so you can:

- Reduce deployment costs and adoption delays
- Improve your operations team's ability to support what is being introduced
- More effectively budget by accurately identifying incremental investment requirements

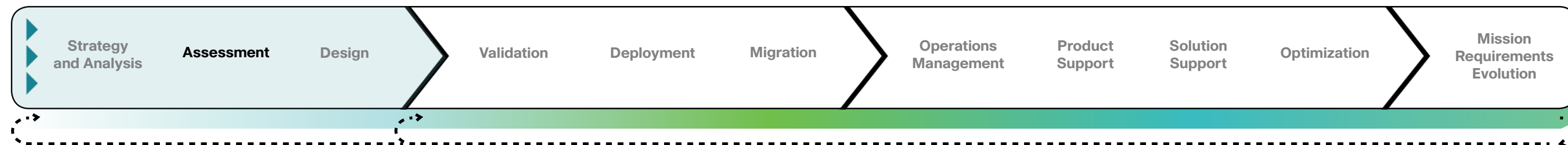
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Plan: Assessment

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Cisco Smart Services

Cisco Smart Services take you from architectural vision to business solutions. Smart Services have automated software-enabled capabilities that collect network diagnostic data, which is analyzed and compared to Cisco's intellectual capital, to provide *actionable insight*. Our approach is a simple four-step process that helps organizations enable architectures, a high-performing network, and business solutions. These steps include:

1. Align Business and IT Strategy – envision IT architecture
2. Improve Operational Efficiency – optimize infrastructure
3. Increase Business Agility – enable architectures
4. Drive Business Innovation – implement solutions

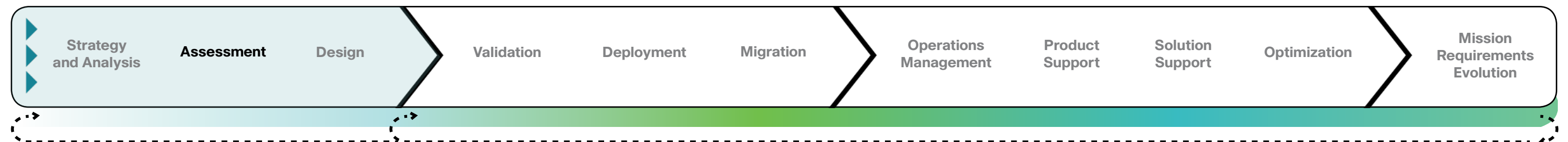
Depending on your needs, we can help you with one or two steps, three steps, or all four steps. It's up to you.



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Plan: Design

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Design Services help you create a flexible, resilient, scalable architectural foundation to support your business solutions by developing designs for your IT and network infrastructure, applications, operations processes, and network management. They enable you to:

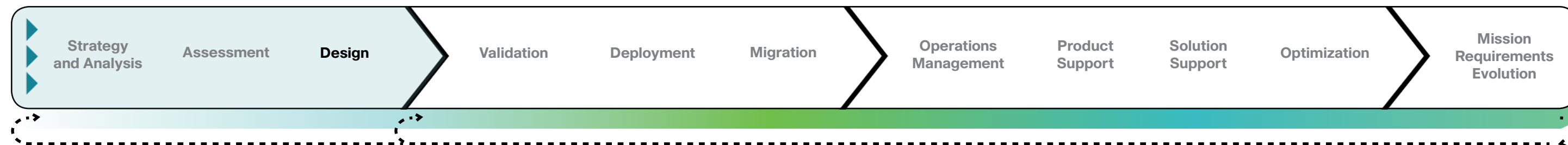
- Improve your network infrastructure performance, security, and scalability
- Accelerate adoption of new technologies and improve return on investment
- Reduce expensive and time-consuming redesign
- Strengthen the proficiency of your deployment team and operations team



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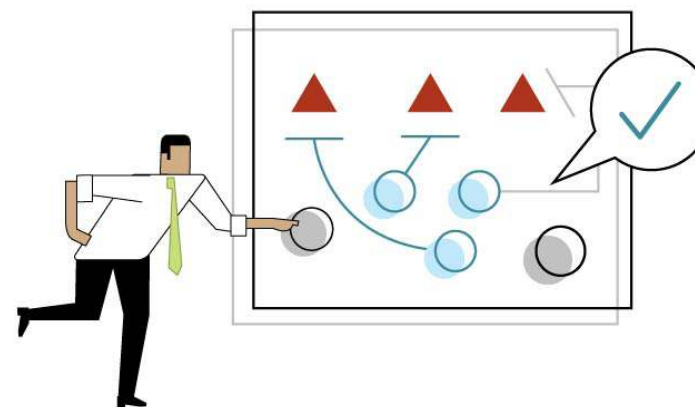
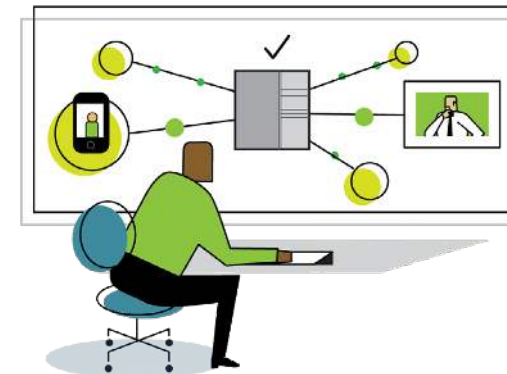
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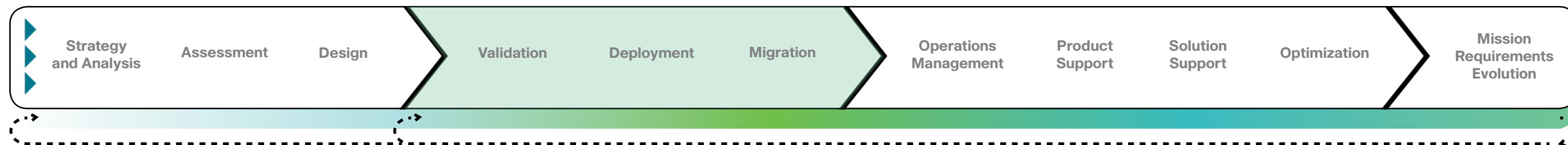
Validate, implement and migrate new solutions and applications.



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Build: Validation

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Validation Services help you confirm that your solution meets your requirements for availability, security, reliability, and performance through assessment and issue resolution in a lab environment before implementation in your production network.

This helps you to:

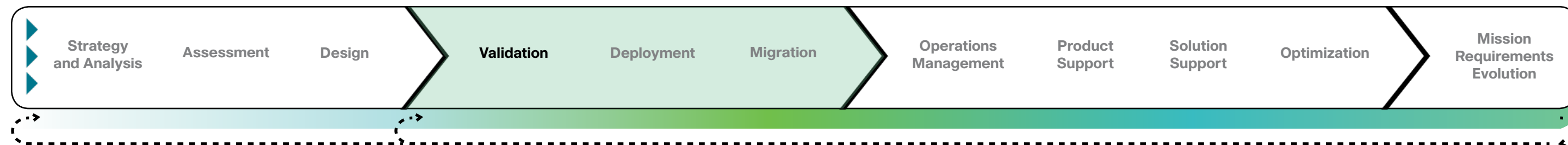
- Mitigate risks associated with updating the production network
- Accelerate time to market and solution adoption
- Reduce costly delays, risks, and rework
- Improve availability



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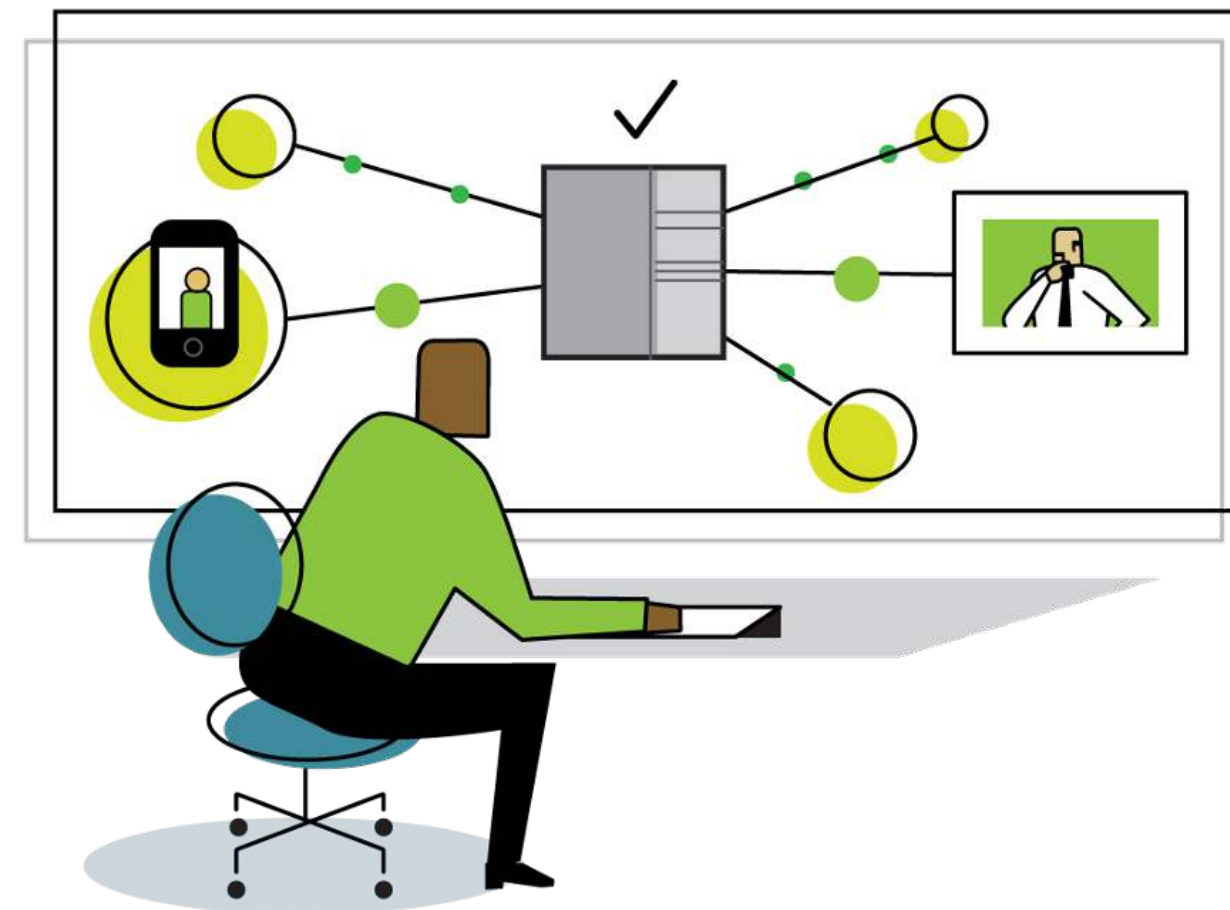


Build: Deployment

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Deployment Services help you successfully deploy new IT and network solutions or applications. Expert assistance helps you to:

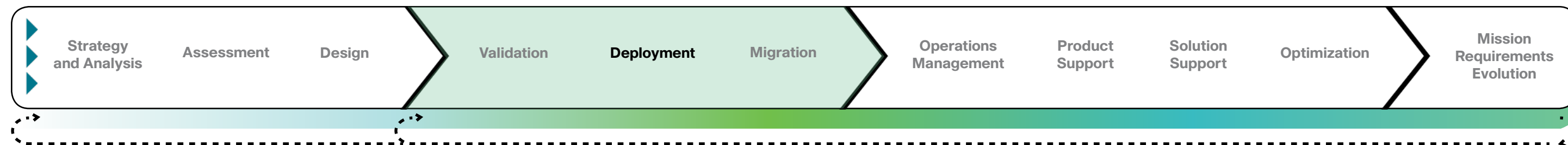
- Reduce delays, rework, and other problems during implementation
- Decrease disruption to your production network during deployment
- Realize business and technical goals of the new solution



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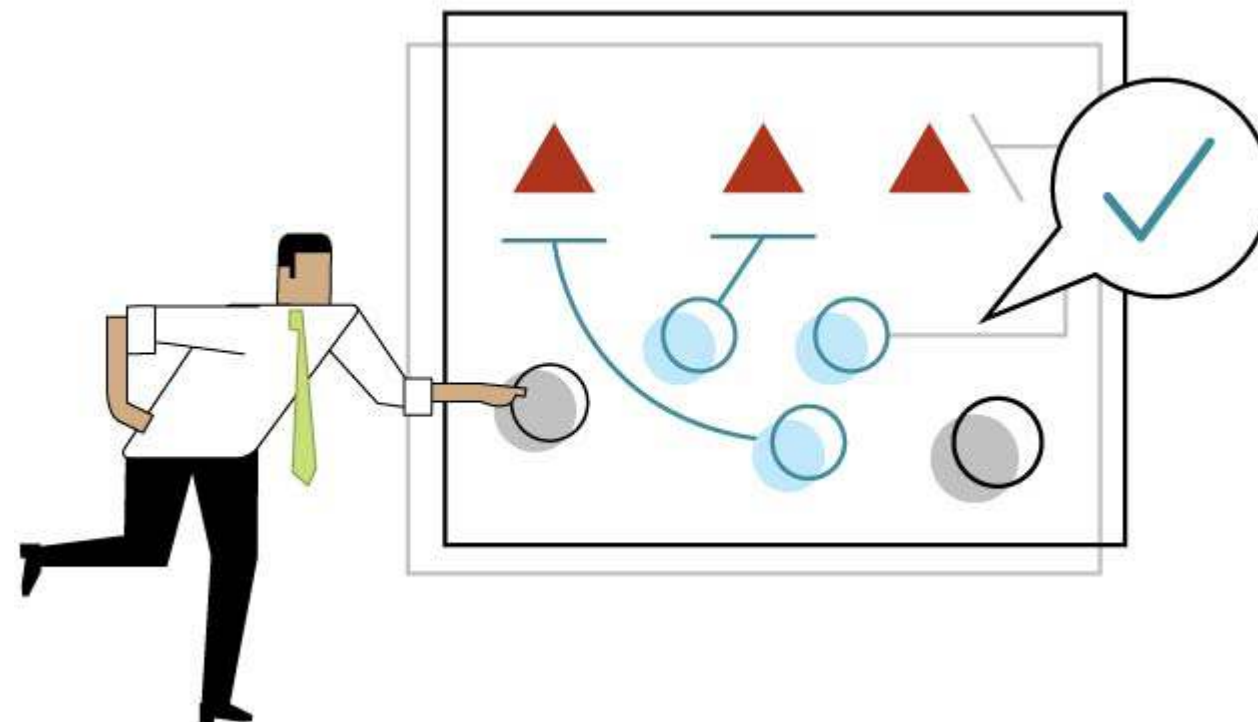


Build: Migration

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Migration Services help you to control costs, improve operational excellence, and mitigate risk during device, network, and software refreshes. With a systematic, holistic, efficient approach to upgrading the network infrastructure, you can:

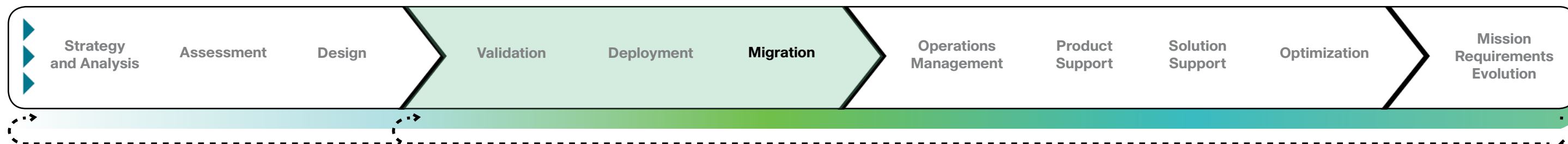
- More effectively budget for network operations costs
- Reduce system outages and support issues with a proactive plan for replacing aging network components
- Accelerate time to revenue through faster deployment and cutover time when migrating
- Reduce operating expenses
- Introduce new capabilities with potentially lower total cost of ownership



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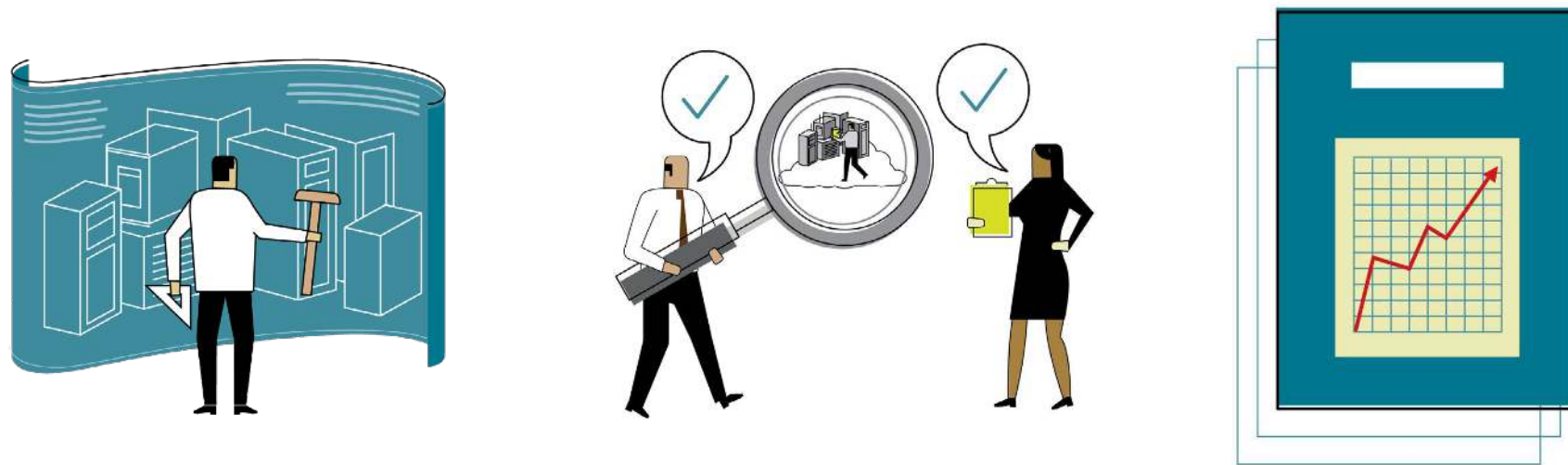
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Manage

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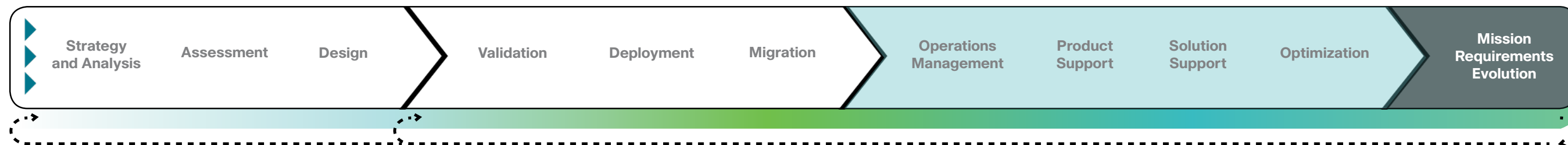
Optimize your infrastructure, applications, and service management.



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Manage: Operations Management

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Operational Turnover

As you ready your solution for operational turnover and scaling, Cisco Federal Services provides **Knowledge Transfer** throughout the entire lifecycle, to ensure your staff has confidence and competence in the technology area.

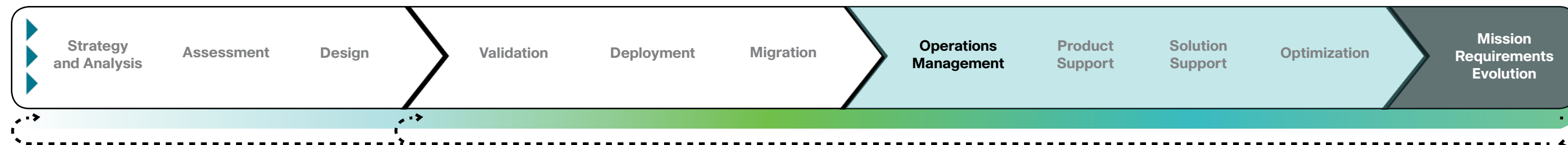
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Manage: Operations Management

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Operations Management Services help you simplify network and IT operations, lower the total cost of network ownership, and accelerate adoption of advanced technologies while retaining visibility and control. By out-tasking proactive monitoring and management of your network infrastructure in alignment with industry standard processes such as ITIL® and eTOM, you can:

- Solve problems faster and more effectively manage risk and growth in your network
- Pre-empt incidents and reduce the effects of those that cannot be prevented
- Accelerate adoption of advanced technologies
- Enable a higher quality end-user experience

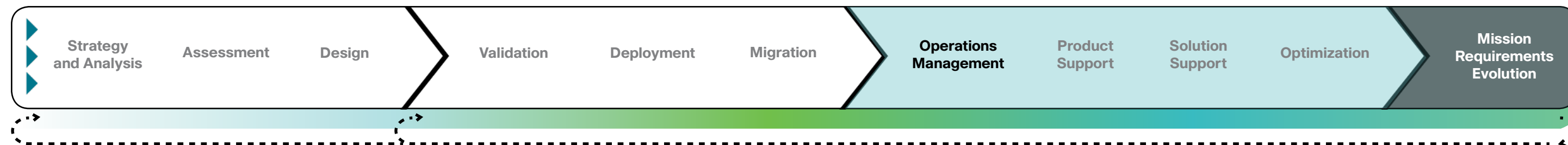
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Manage: Operations Management

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Classified Network Support

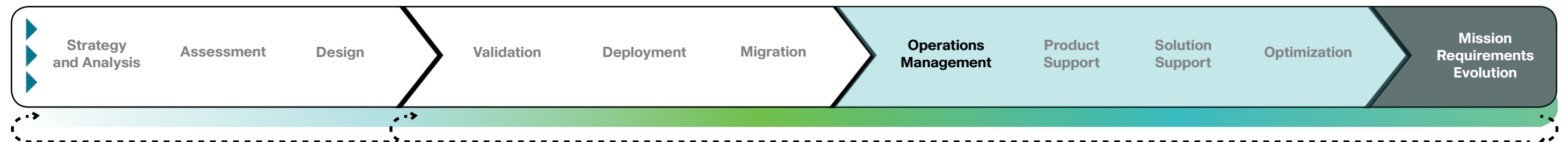
Cisco's government customers receive personalized, "High-Touch" service from a cleared team of industry leading operations managers and network engineers who expedite issue resolution to maintain a network primed to keep pace with mission demands.



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Manage: Product Support

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Product Support Services help you increase operational efficiency, lower support costs, and improve availability risk management through automated network-equipment inventory management and award-winning support. With these services, you can:

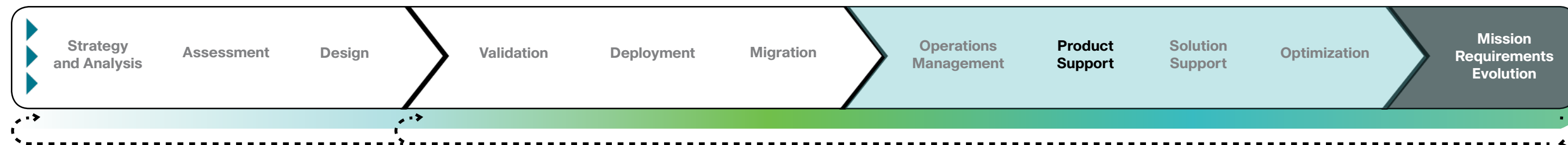
- More effectively manage risk, plan for equipment upgrades, and comply with your corporate policies
- Identify and resolve issues quickly and reduce downtime
- Streamline contract management and access support resources faster



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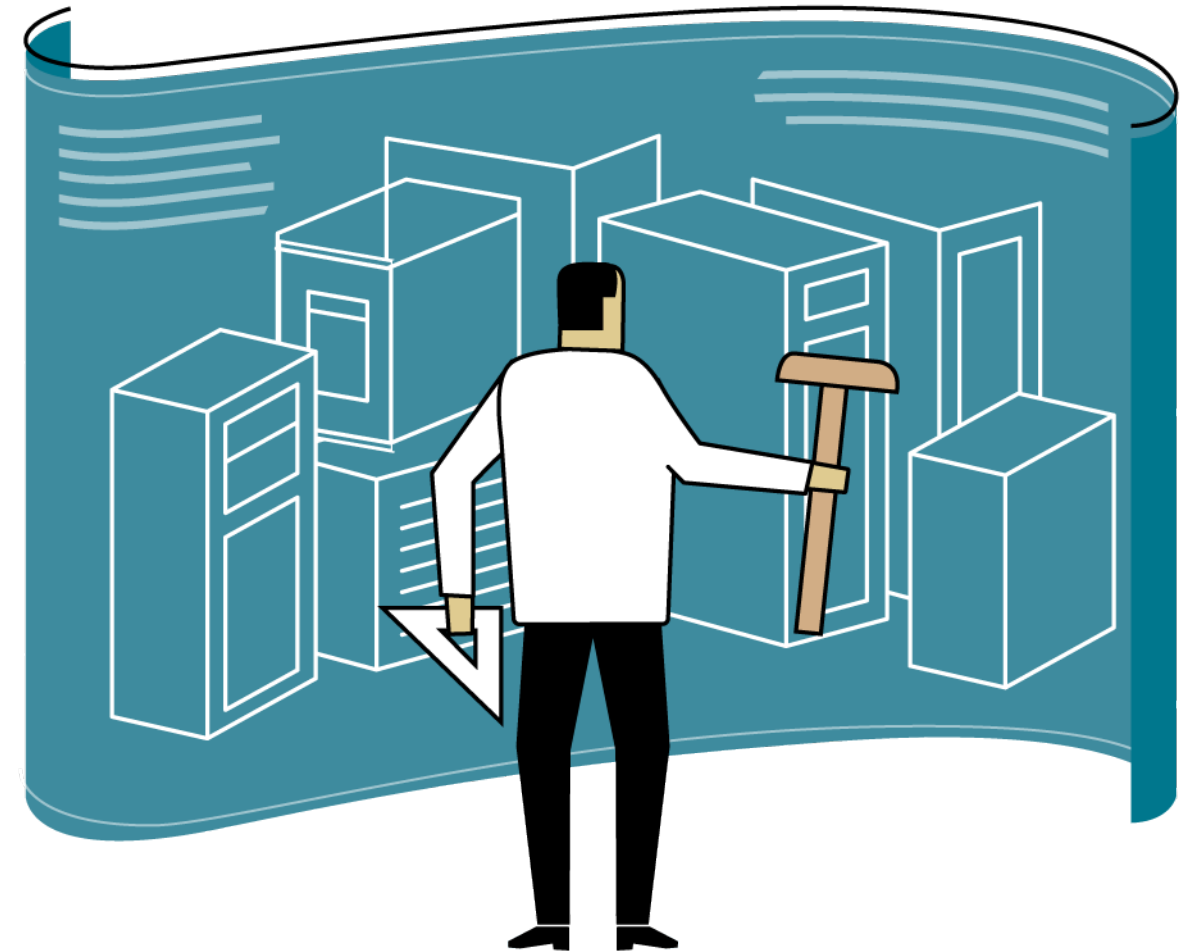


Manage: Solution Support

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Solution Support Services help you increase solution uptime and employee productivity by providing priority access to dedicated and focused resources to manage, troubleshoot, and speed resolution of issues that might arise within complex, multivendor solutions. They supplement product-level technical support to:

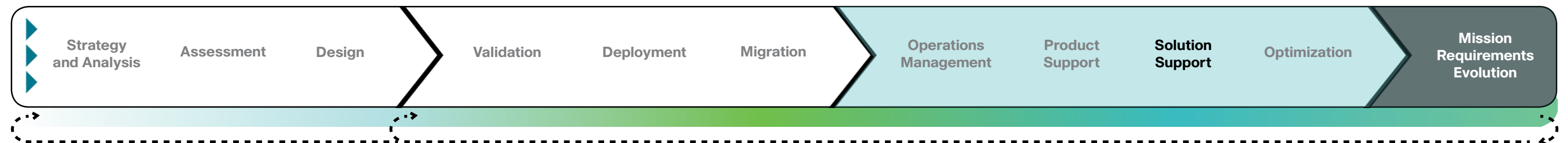
- Quickly isolate and resolve issues that may arise within the solution
- Improve the performance of IT and network operations
- Increase the availability of the applications supported within the solution



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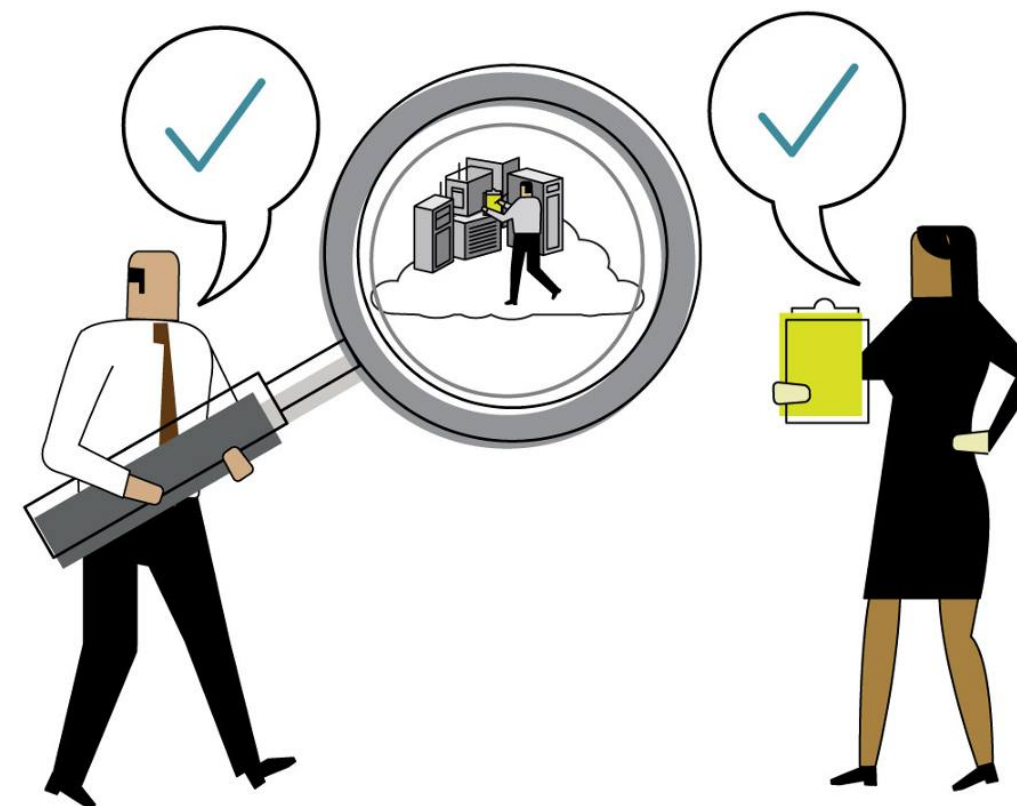


Manage: Optimization

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Optimization Services help you to optimize your network and IT infrastructure, applications, and service management. They identify gaps, deliver recommendations, and provide expert support so you can:

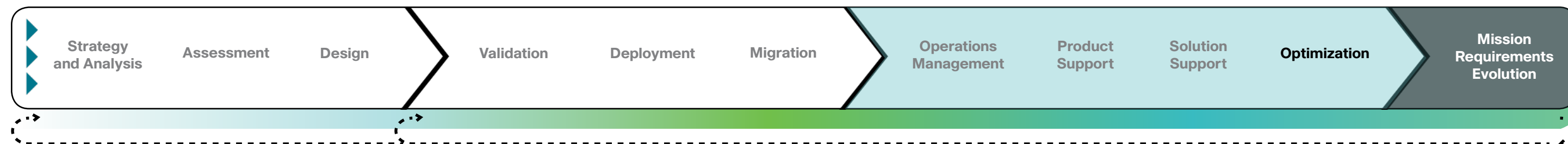
- Improve the performance, availability, resiliency, and visibility of your network and IT services
- Prepare the network and IT infrastructure for change and more effectively manage change
- Increase your team's self-sufficiency
- Reduce operating costs and improve return on your investments
- Mitigate risks that can compromise the privacy and security of data



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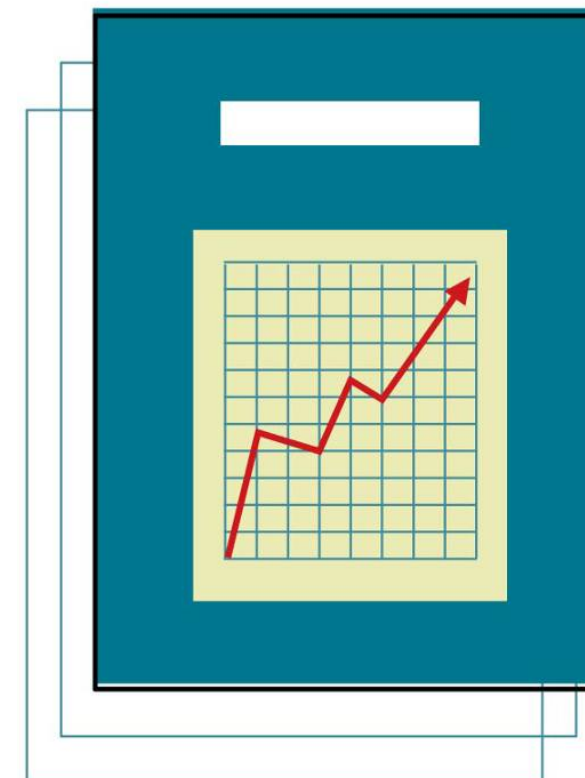
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Mission requirements evolution

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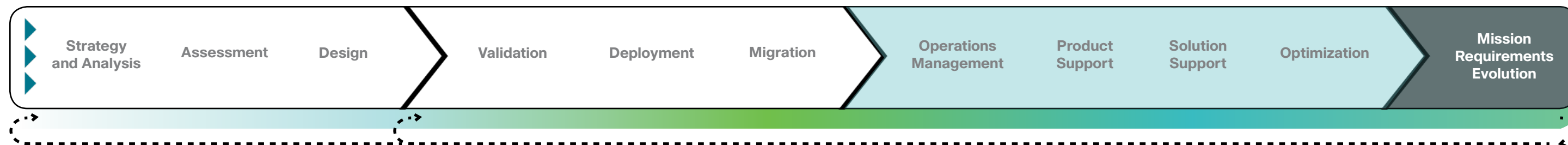
As your mission requirements evolve, you can continue to take advantage of **lifecycle services** offered by Cisco Federal Services and our partners. Whether large process re-engineering efforts or ongoing optimization, we can help you scale to continually meet your agency and mission objectives.



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Contact us

Cisco Federal Services can assist you with professionals you can rely on, information you can trust, and knowledge you can use.

For more information and to discover how Cisco Federal Services and our partners help federal agencies reach and maintain new levels of success, contact your authorized Cisco partner or your account team, visit [Cisco Public Sector Services](#) or email federalservices@cisco.com

Cisco together with you...Smart. Personalized. Committed.

