

Challenges

The demands on modern businesses to transform digitally and drive more insight and intelligence from technology are ever increasing.

In addition, the operational challenge of keeping a consistent handle on the lifecycle and operational health of infrastructure assets continues growing.

This is not a new challenge, or one that is going to go away.

Our internal adoption of service automation and orchestration technology has allowed us to develop simple, customer focussed operational services, with the sole objective of adding value in the form of saved time and actionable business insights for our customers.

The Solution

As part of our growing Intelligence service portfolio, CAE have, in partnership with Cisco, developed a service that gives complete visibility of the lifecycle and operational health of Cisco infrastructure assets. Simple yet powerful, this information is displayed in a single user-friendly dashboard.

We call this Network Intelligence

It is a service which has been refined over many years of experience, and through engagement with hundreds of customer deployments and extensive customer feedback.

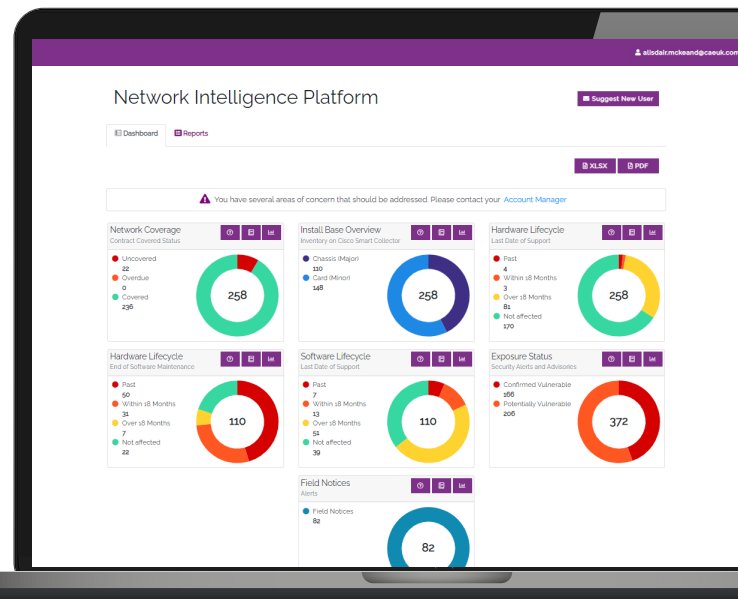
The service focusses on four predominant operational challenges, and provides clear dashboard alerting, based upon real-time data covering:

- Install base management (e.g. inventory or asset management, contract coverage)
- Lifecycle alert reporting (e.g. hardware and software alerts as well as field notices)
- Security alert reporting (e.g. vulnerability threats, using CVSS)
- Actionable operational intelligence (e.g. data for better budgeting and operational priorities)

For customers with Cisco network infrastructure, or a significant percentage of Cisco devices in their network, CAE's Network Intelligence service provides the means to take control of support cover, asset lifecycle management, software vulnerabilities and security alerts in one comprehensive online dashboard.

Customer Identified Service Benefits

- Increased operational efficiency and focus
- Improved operational governance and risk management
- Improved asset lifecycle management
- Increased budgeting awareness



Process

Typically, the barriers to implementing such services are the cost and customer time required to aid a complex deployment. The Network Intelligence service process is non-intrusive and involves the remote deployment of an on-premise virtual Collector platform which takes less than an hour. Actionable intelligence is available on the dashboard the next day and updated daily, with monthly reports sent to your inbox.

Our Network Intelligence service is offered free of charge with CAE Cisco support contracts that are underpinned by Cisco Partner Support Services (PSS).

START YOUR JOURNEY

Start your journey today by contacting your account manager or networkintelligence@caeuk.com

