

# Cisco Success

# Tracks and CX Cloud



## How Comstor accelerate value with insights and expertise

### Benefits

By harnessing the power of Cisco Success Tracks and CX Cloud, in partnership with Comstor, you can empower your customers to swiftly adopt new technologies, simplify their IT operations, and realize business value faster.

#### Here's what your customers can achieve:

- Improve IT agility with the right information at the right time
- Transform with less risk through a guided lifecycle journey
- Fast-track business value with a unified digital experience using CX Cloud



### How Comstor will help you

In today's dynamic IT landscape, keeping pace with change while safeguarding technology investments is a formidable task. We understand the challenges you face when it comes to adopting new technologies and achieving measurable business impact.

It's a journey filled with unforeseen obstacles that can lead to missed deadlines and resource constraints.

#### Efficiency

96%

Improved asset lifecycle management efficiency

#### Security

90%

Reduced hours to analyze advisories and mitigation options

#### Reliability

55%

Faster complex multivendor issue resolution

#### Strategy

2x

More staff time spent on innovation

#### Design

33%

More efficient IT teams

\*Forrester TEI Study, October 2022

That's where Cisco® Success Tracks comes in. It is a comprehensive program designed to help you overcome adoption barriers and unlock the full potential of Cisco technology investments. By partnering with Comstor, we provide you with the expertise, insights, learning, and support needed to navigate the journey seamlessly. Our unified digital experience through Cisco CX Cloud ensures that you have everything you need to accelerate success.

## Success Tracks Features



### Expert Resources

Access to expert guidance, best practices, and proven methodologies for a successful path to adoption.



### Trust Support

Prescriptive support to detect, prevent, and solve hardware, software, and multi-vendor, multi-product issues quickly.



### Insights & Analytics

Telemetry and intelligence with analytics that provide proactive and predictive insights and guided recommendations. This helps solve problems faster and optimize operations, such as security alerts that minimize risk and potential issues, and automating case openings for faster time to resolution.



### Contextual Learning

Digital learning content, tailored instructor-led training, certification prep, and virtual practice labs designed to expand a workforce's skillset and capacity to achieve business outcomes faster.

## A simplified services portfolio to achieve business outcomes.

We know that every business has unique IT service and engagement requirements. We offer different levels of Success Tracks to support your organization along the journey — from onboarding and adopting your next technology transition to continually optimizing your operations.

## Level 1

## Level 2

Includes Level 1

	Guided, self-service best practices	Proactive, coaching engagements
Expert Resources	<ul style="list-style-type: none"> <li>Ask the Experts</li> <li>Success Tracks communities</li> <li>Cisco community</li> <li>Success Tips</li> </ul>	<ul style="list-style-type: none"> <li>Accelerators*</li> <li>Specialized Expertise (add-on)**</li> </ul>
Trusted Support	<ul style="list-style-type: none"> <li>Solution Support</li> <li>30-minute critical response</li> <li>Hardware RMA</li> </ul>	<ul style="list-style-type: none"> <li>Solution Support</li> <li>30-minute critical response</li> <li>Hardware RMA</li> </ul>
Insights and Analytics	<ul style="list-style-type: none"> <li>Adoption view</li> <li>Assets and license view</li> <li>case management</li> <li>Security advisories, field notices, and priority bugs</li> <li>Rapid problem resolution</li> </ul>	<ul style="list-style-type: none"> <li>Automated fault management</li> <li>Case management KPIs</li> <li>Crash asset analysis</li> <li>Crash risk predictions</li> <li>Optimal software versions</li> <li>Regulatory compliance checks</li> <li>Risk mitigation assessment</li> <li>Syslog analysis</li> </ul>
Contextual Learning	<ul style="list-style-type: none"> <li>e-Learning</li> </ul>	<ul style="list-style-type: none"> <li>Remote practice labs</li> <li>Certification preparation</li> </ul>
<b>CX Cloud</b>		

\* Feature consumption dependent on purchase amount

\*\* Specialised Expertise can be purchased as an add-on separately (\$100K Level 2 minimum spend)

## Why Choose CX Cloud and Success Tracks with Comstor?



### Extensive Expertise

Comstor offers a wealth of expertise in Cisco technologies, enabling us to provide you with unparalleled guidance and support throughout your customers' adoption journey.



### Tailored Solutions

Our team of experts understands the unique requirements of your customers. We work closely with you to deliver customized Success Tracks programs that align with their specific needs and objectives.



### Seamless Integration

With Comstor as your partner, you can ensure a seamless integration of CX Cloud and Success Tracks into your customers' existing infrastructure. Our dedicated support teams will be there every step of the way, ensuring a smooth transition and maximum return on investment.

## CX Cloud: The Digital Platform for Success Tracks

CX Cloud, in conjunction with Success Tracks, serves as the digital platform that drives transformation and success. Through this unified interface, you and your customers can effortlessly access and manage Cisco technology use cases and Success Tracks capabilities. CX Cloud connects you to Cisco experts and insights, simplifying and accelerating technology adoption, while maintaining resiliency and agility.

Partner with Comstor today and maximize the immense potential of Cisco Success Tracks and CX Cloud.

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

**Contact us and  
schedule your CX Cloud  
demo today!**

[Click here to contact us](#)