

Service Definition

Insights By Logicalis Service

Solution Overview

Insights by Logicalis is a network and infrastructure discovery and assessment service primarily focussed on organisations with a large Cisco installed base. The service provides high value information for infrastructure owners, network managers and procurement stakeholders, enabling them to manage their Cisco assets and infrastructure more effectively, supporting them with their refresh or transformation planning and investments while also understanding their risks.

Solution Features

The service is based on the installation and operation of a Cisco Smart Collector. This monitors the estate and sends telemetry to the vendors' Cloud based analytic engine. As a cloud based service, the vendor currently updates it as support status of devices change and software updates are provided to resolve vulnerabilities and bugs. The reports from this service are then post processed by Logicalis to ensure they remain relevant.

This produces regular reporting that is analysed using the Insights platform. It is recommended that this is run on a regular basis as a managed service. This proposal includes a service that provides this reporting [Monthly, Bi-Monthly, Quarterly, Annually].

The service being provided for customers will give a comprehensive understanding of the existing estate of Cisco infrastructure and assets such that includes the following:

- Provision of a validated and documented Estate Inventory for every device and software instance: A comprehensive, up to date and accurate inventory of the organisation's Cisco infrastructure, network and assets provided in one document.
- A Risk Overview of your Cisco assets, detailing the current, imminent, or future risk profile of each asset.
- A Technical Review of the assets estate to ascertain any obvious gaps or opportunities for consolidation or rationalisation.
- Analysis of existing licensing: validation of the existing licensing model, highlighting opportunities to avail of Cisco licensing models and buying programmes where cost reduction or leveraging of new features can be achieved as an outcome.
- Options to outline options for optimising support and maintenance on the estate.



Solution Features cont.

The report will include low-level detail that has been validated and analysed by our Cisco business information experts and our technical architects and includes:

- Complete breakdown of estate by technical domain: switching, routing, data centre, security, wireless, collaboration etc.
- Support status for each device and technology
 - Fully supported,
 - At risk with no active support,
 - Supportable
 - End of support.
- Lifecycle status of each device
 - In life
 - End of life
 - End of Software Support
 - End of Vulnerability Patching
- Key milestones – Support and licensing renewal or replacement dates.
- Device Model.
- Serial number
- Component level details – card and module level detail.
- Overall risk profile of estate.
- Five-year Lifecycle view for entire estate.
- Opportunities for optimising support and costs.

This level of insight will ensure that your Cisco estate remains supportable and free of issues, whilst maximising its service life.

Want to know more?

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