

# The Always-on Network:

Keep downtime at bay.  
Or mitigate and pay.  
Are you ready?

## Downtime hits the bottom line

**\$700 billion**

What North American businesses lose each year due to network downtime.<sup>1</sup>

**Primary loss categories** include revenue, productivity, mitigation, brand damage, and more.

**1.6 hours**

Average length of incident for mission-critical applications

**3.3 hours**

Average length of incident for non-critical applications<sup>2</sup>

**\$250,000 to \$300,000**

Average downtime costs per hour, depending on the industry and organization size<sup>3</sup>

## Did you know?

**8 out of 10**

IT decision makers rated availability and performance as their top two concerns.<sup>4</sup>

**96%** of IT decision makers say they've suffered at least one significant outage in the past three years.<sup>4</sup>

**10 IT blackouts or brownouts**

Average number experienced over the past three years by U.S. organizations<sup>4</sup>

## Top three drivers of network downtime<sup>5</sup>

**75%**

Change management process failures

**71%**

Lack of availability and monitoring fail-safes

**71%**

Lack of governance and compliance

## Lifecycle Packages

With Cisco® Business Critical Services Essentials and Advantage Packages, NetOps teams have access to **Cisco experts, analytics, and insights to maintain a secure, always-on customer network.**

Packages include, among other services:

### Operational Insights Review

Preempt issues with an ongoing analysis of your Cisco infrastructure and application environment; identify deficiencies, potential risks, and receive guidance on implementing improvements.

### Accelerators

Address specific network operations challenges along the adoption lifecycle, with one-on-one remote technical sessions from a Cisco expert.

### Change Window Support

Receive real-time consultation remotely from Cisco experts to address change planning, configuration, and implementation.

### Expert Review Workshops - Resiliency

Validate that your network aligns with Cisco best practices to ensure optimal resiliency design, and to improve availability and performance.

## Expertise powered by analytics and insights for proven results

Cisco Business Critical Services Packages can help your team preempt, identify, and resolve network issues faster.

**74%**

less unplanned downtime

**30%**

more efficient IT management

**21%**

lower cost of operations from Cisco environments

A recognized leader in IT digital transformation, Cisco Business Critical Services can help teams minimize risk and reduce costs.

**Get the help you deserve to take your company to the next level.**

Schedule a call at [telcion.com/contact](http://telcion.com/contact)

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