



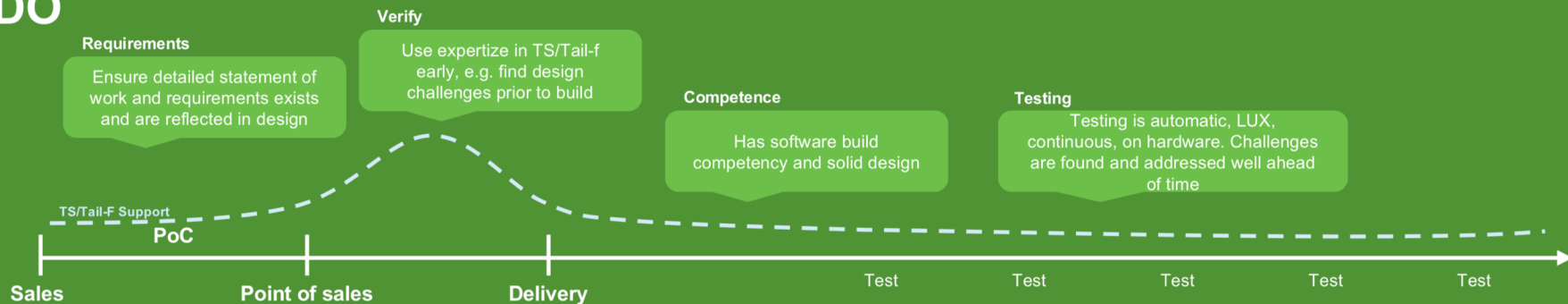
Automation Advisory Services

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Advisory Lead - CX
14 November, 2018

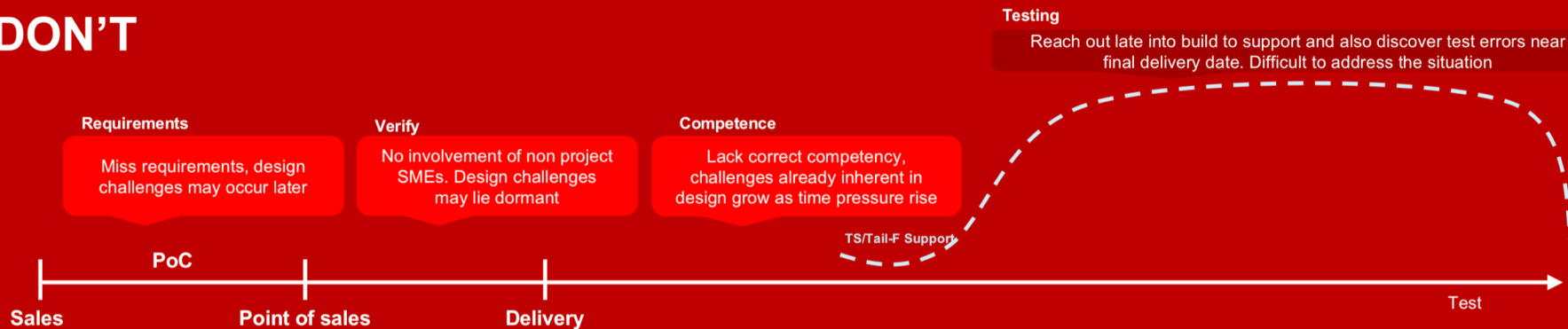


Experience from NSO Deployments

DO



DON'T



Avoid the Red Whale!





“Bob, I just saw a red whale”.

“Aah, never mind Willy. He is a friend”

Typical Internal Organizations

IT/DevOps



Process & Services

How do I connect the business processes, teams, tools and networks to help provide services on the network?

How do I deal with my legacy systems?

Operations



Delivery & Assurance

How do I keep on delivering more with less with better SLA?

How do I reduce my expenses in delivering the above?

Network Engineering



Technology Focus

What technology refresh and design should I focus on?

Virtualize or not?
Can I accelerate?

How do I do DevOps?

Plan & Build



Optimization

How do I plan for network growth?

What capacity do we have?

How do I build out the network in time and within costs?

PLM



Monetize

What services will the consumers want?

At what cost price and with what features?

Strategy



Innovation

What is beyond the horizon?

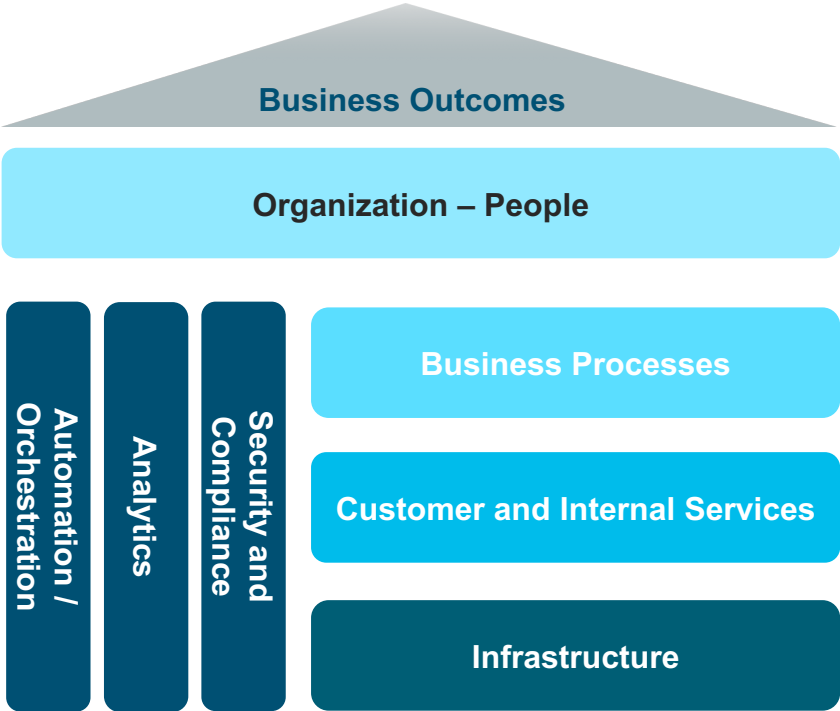
How should we evolve?

Do I push towards being a Digital company?

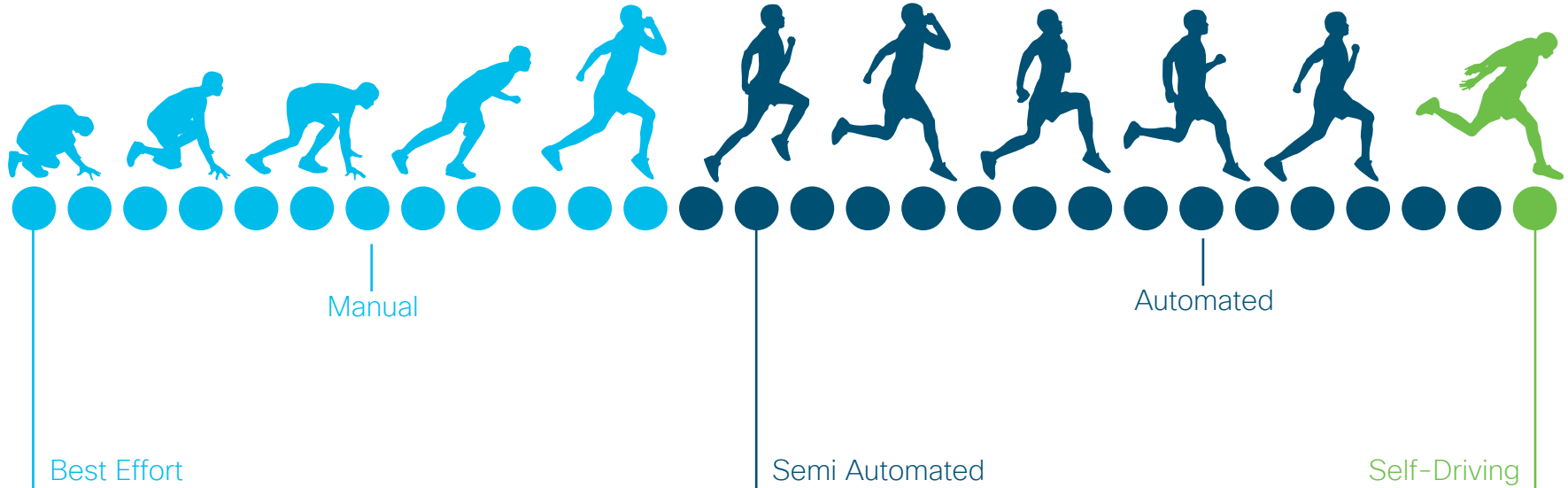
How do I compete?

NOTE: Other orgs such as Security, Supply Chain, Finance are not included, though they may present requirements for automation systems

Digital Transformation Framework



Automation Maturity Journey



Advisory Journey

Advisory Service Kickoff

Align objectives and outcomes



Pre-Workshop Surveys

Understand Business Objectives & Current Ecosystem (People, Process & Tools)

Onsite Workshop

Discovery & Analyze Sessions with Stake Holders



Review & Finalize

Consolidate Findings & Prepare Strategy Recommendation Report

Strategy Recommendation Read Out

Strategy Report Presentation & Next Steps



Orchestration & Automation Operations Transformation Service

Advisory Planning Kick-Off

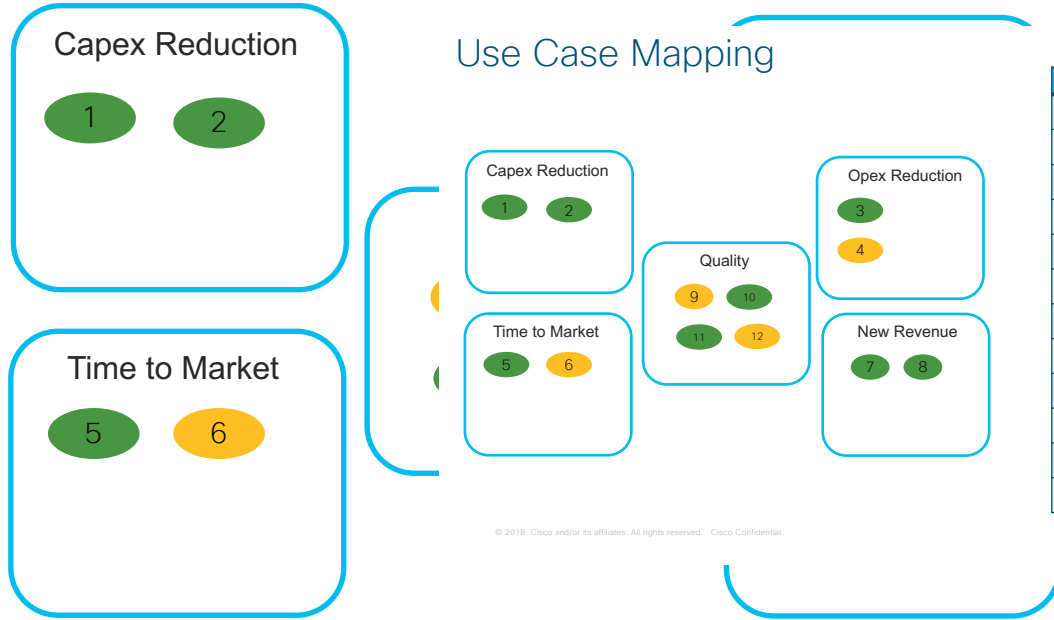
PoC/PoV

Demos and Trials



Use Case Mapping

Illustrative



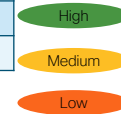
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ID	Customer Initiative
1	Use Case 1
2	Use Case 2
3	Use Case 3

Illustrative

ID	Customer Initiative
1	Use Case 1
2	Use Case 2
3	Use Case 3
4	
5	
6	
7	
8	
9	
10	
11	
12	

Priority



10	
11	

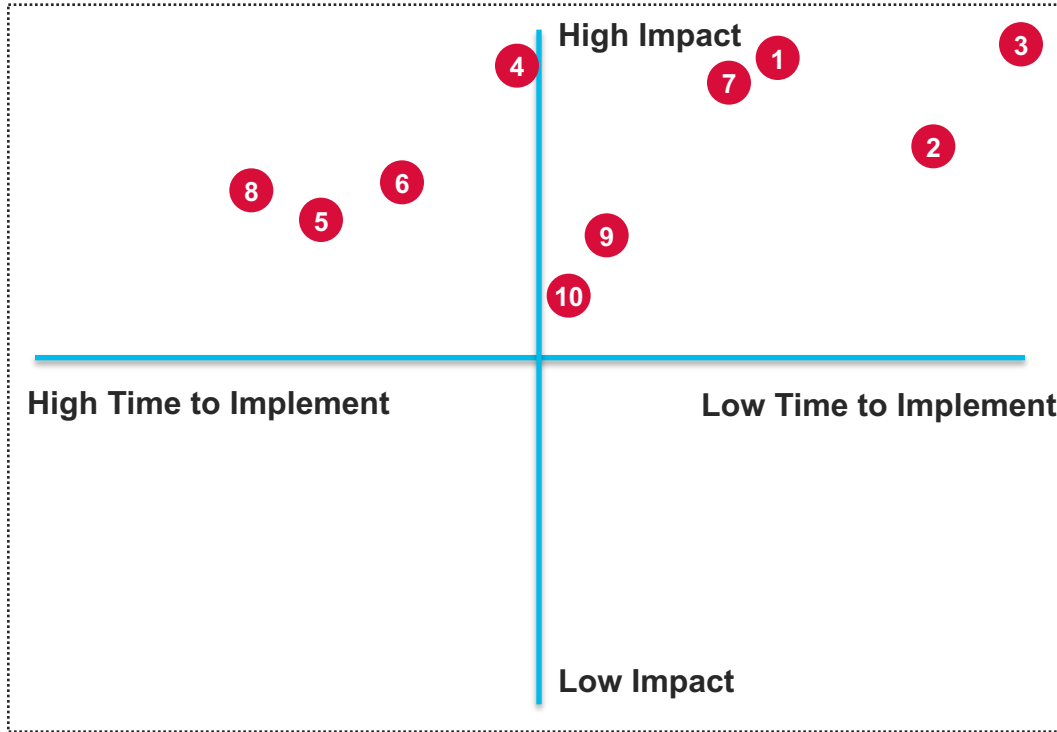


Priority



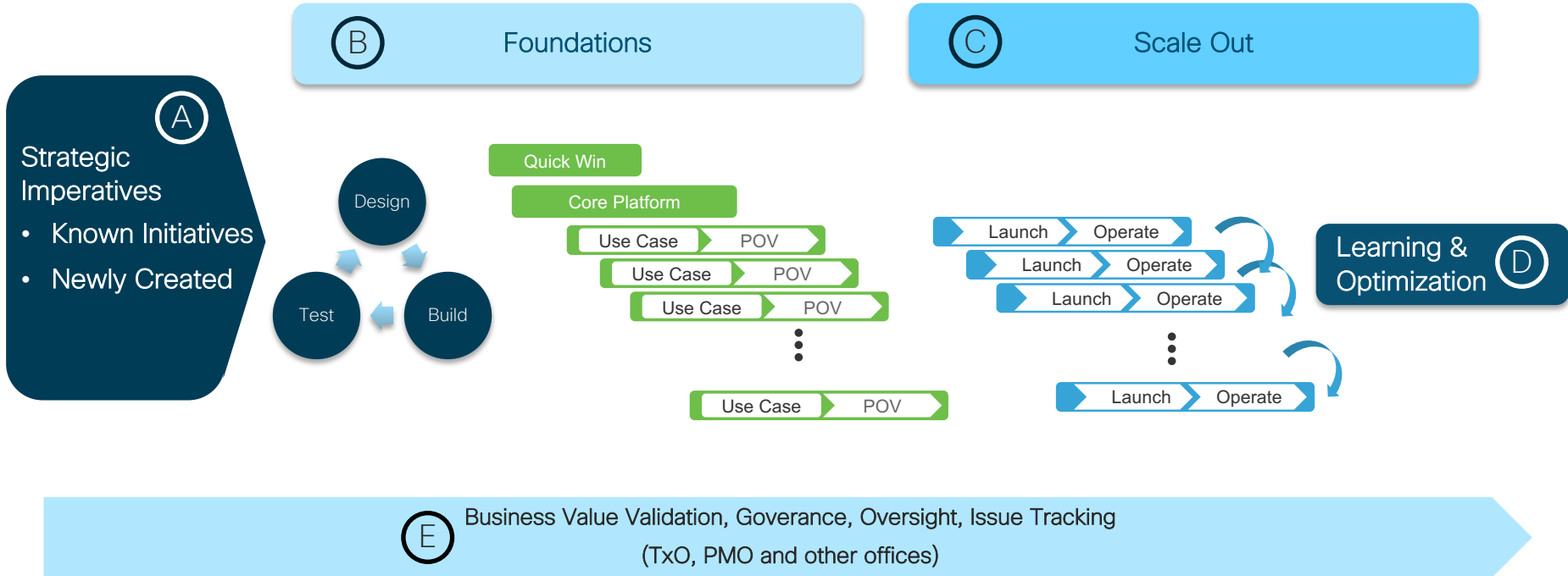
Prioritized List of Use Cases

Illustrative

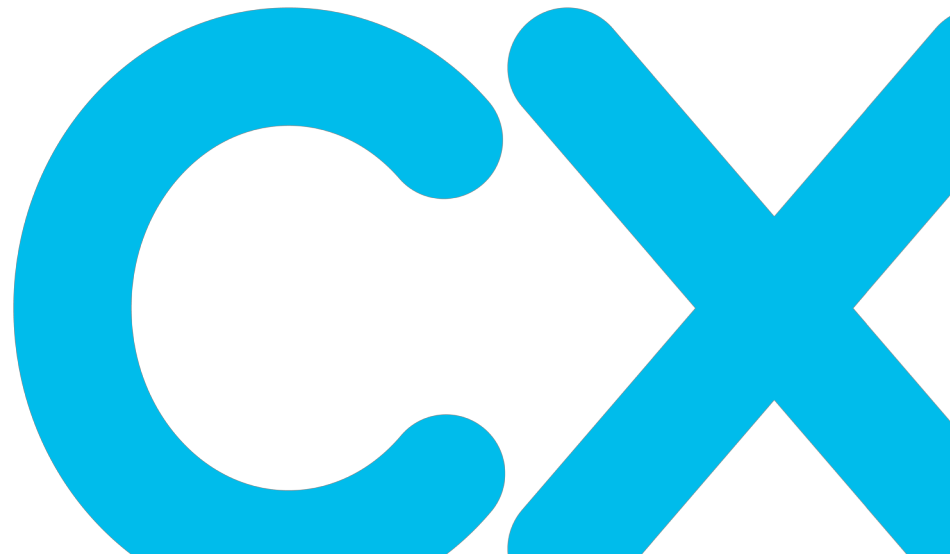


- 1 Use Case 1
- 2 Use Case 2
- 3 Use Case 3
- 4 Use Case 4
- 5
- 6
- 7
- 8
- 9
- 10

Implementation Strategy



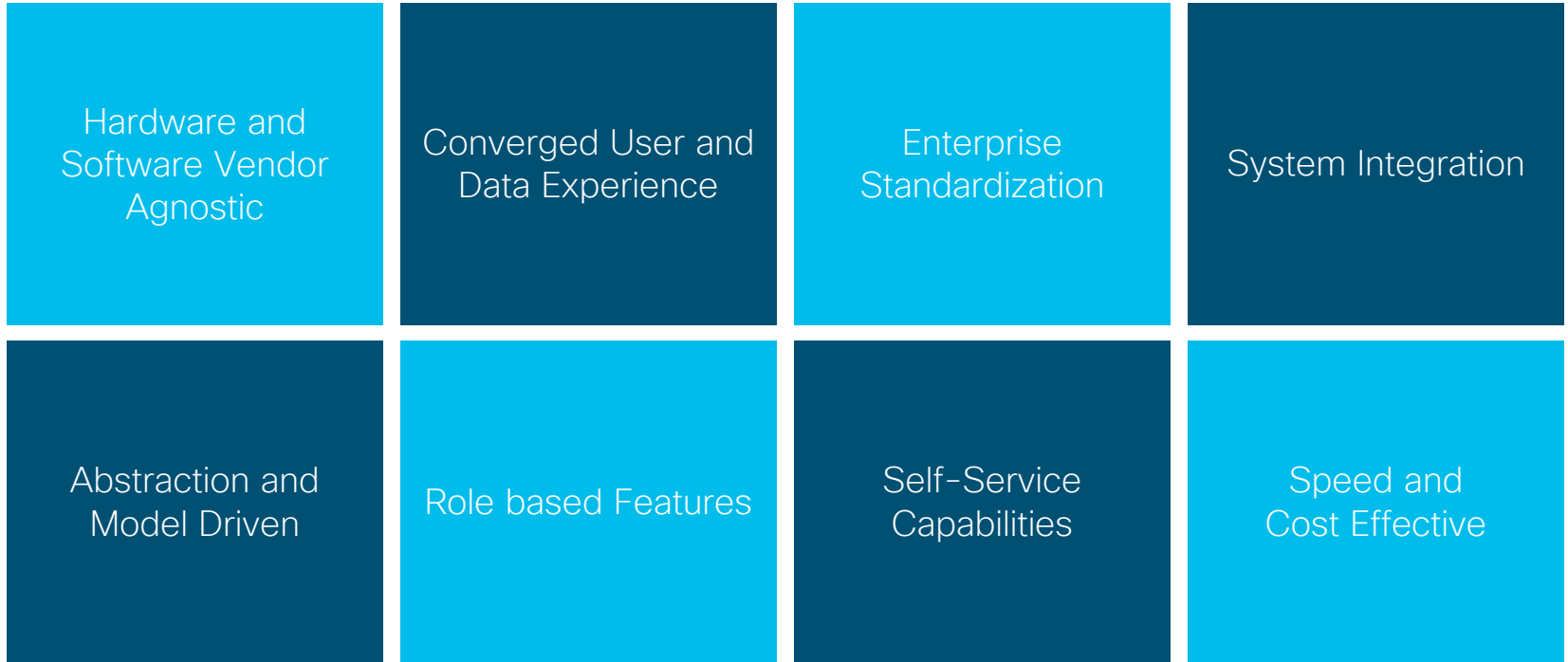
Advisory Case
Study – Cox
Communications



Network evolution driving automation need



Core tenets of automation



Advisory Services Scope

Best practices and innovation

Advise on industry metrics, benchmarks and best practices.
Leverage preferred vendor relationship



Implementation strategy

Advise on Solution Architecture, Priorities, Roadmaps, Governance etc.



Requirements and priorities

Lead Discovery Workshops
Help articulate requirements and set priorities



Advisory Services

Oversight and governance

Architectural and management governance from Concept to Production process



Budgeting and pricing

Drive T-shirt sizing estimation process and agile pricing process through the program



Say No twice a day

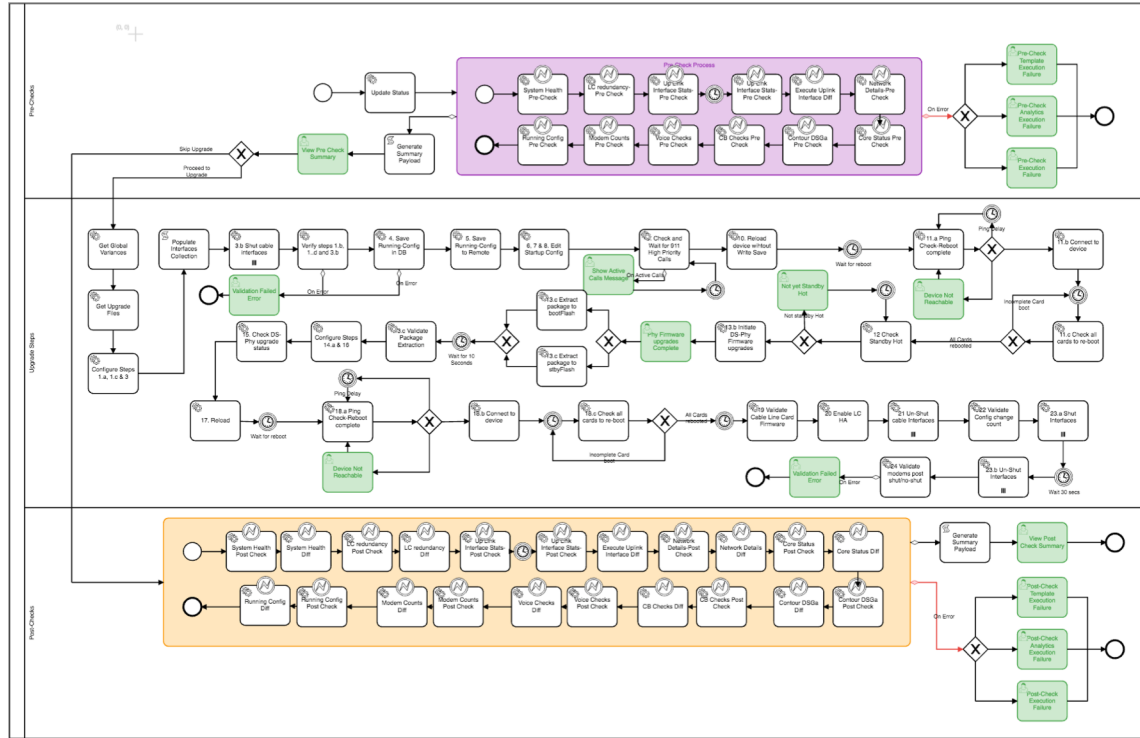
Ensure expectations are realistic and achievable



Device software
upgrade use case



Device upgrade - E2E Process View



Device upgrade –User task view



Customer Outcomes achieved so far...



93%

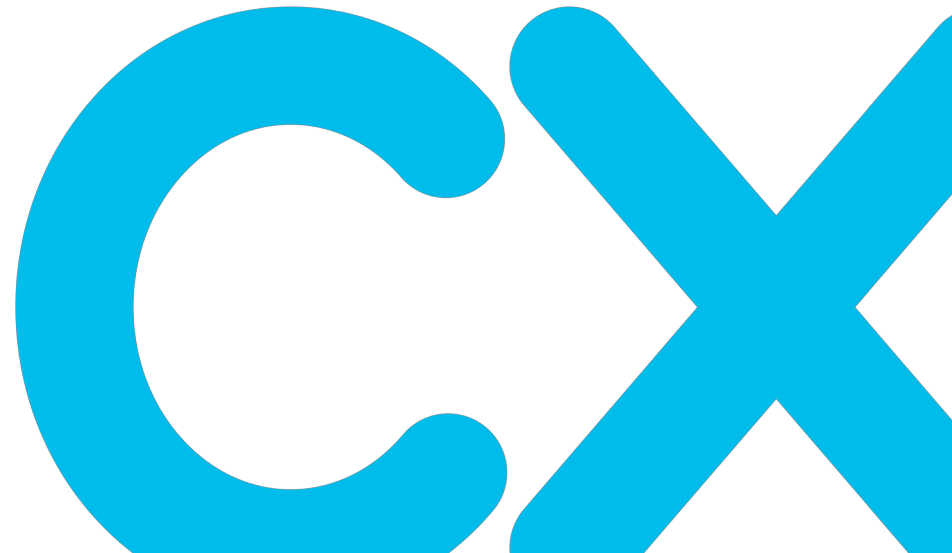
reduction in
manual steps



90%

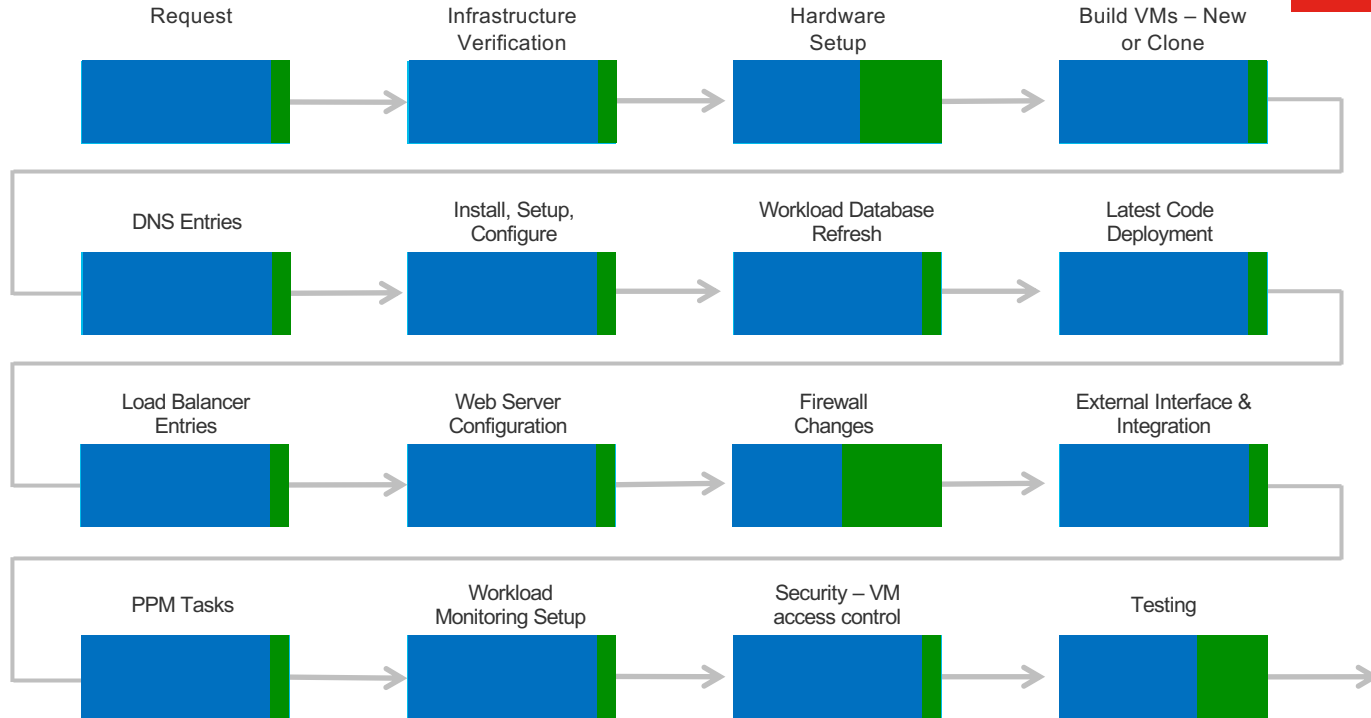
reduction in time to
upgrade devices

Case Study - Enterprise Bank



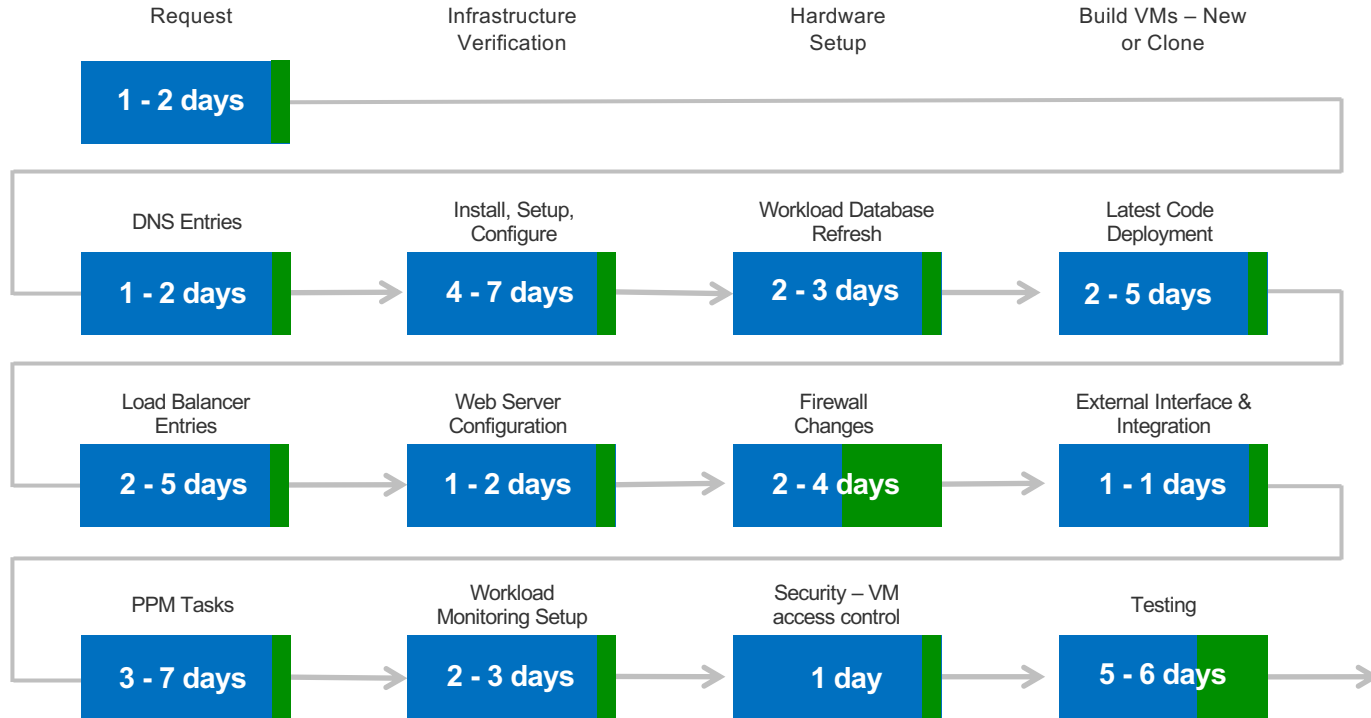
Steps to Deploy an Enterprise Application

47-86 Days



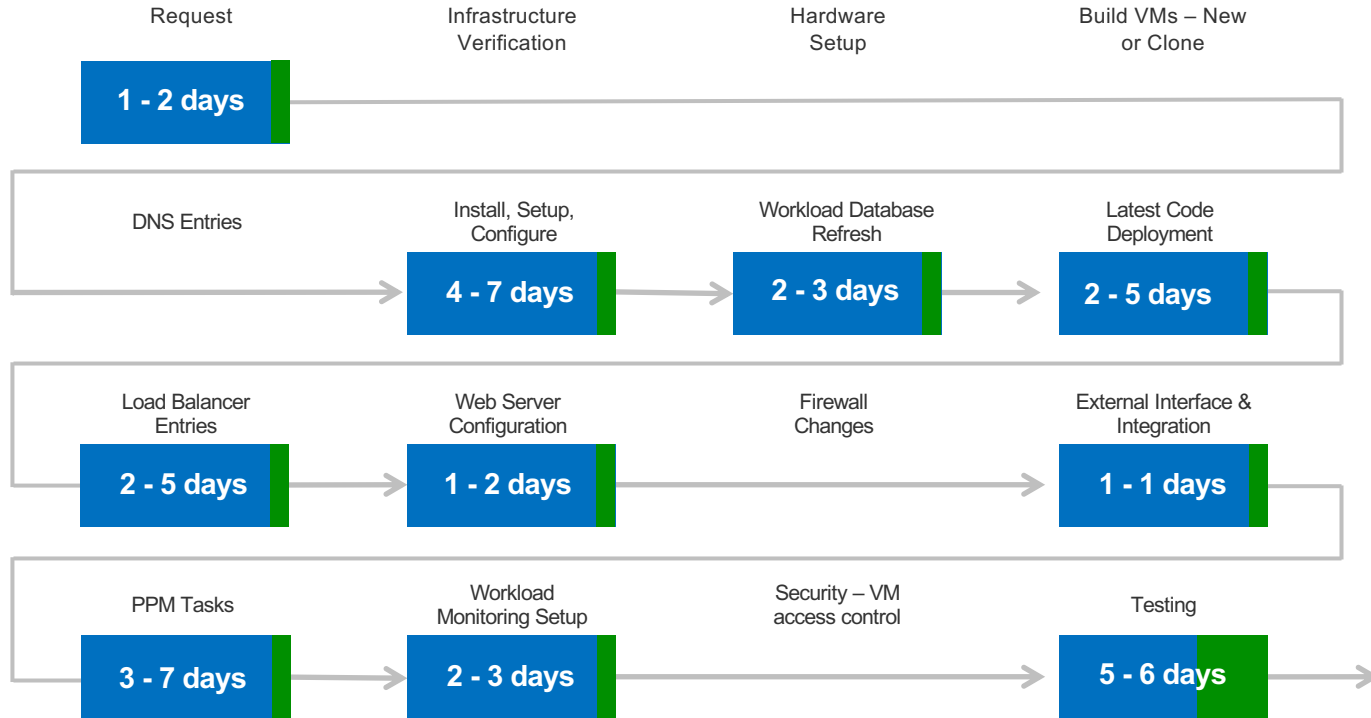
Deploy with VM Automation

27-48 Days



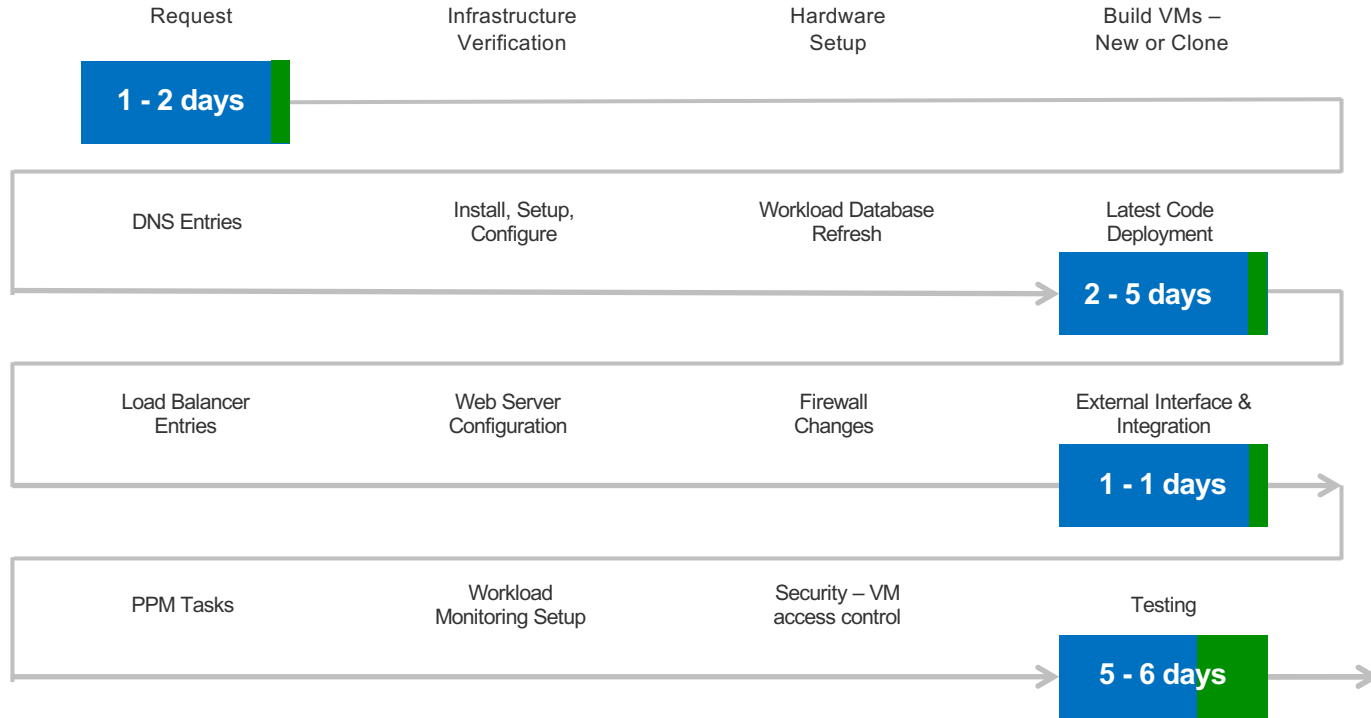
ADD Network and Security Automation

23-41 Days

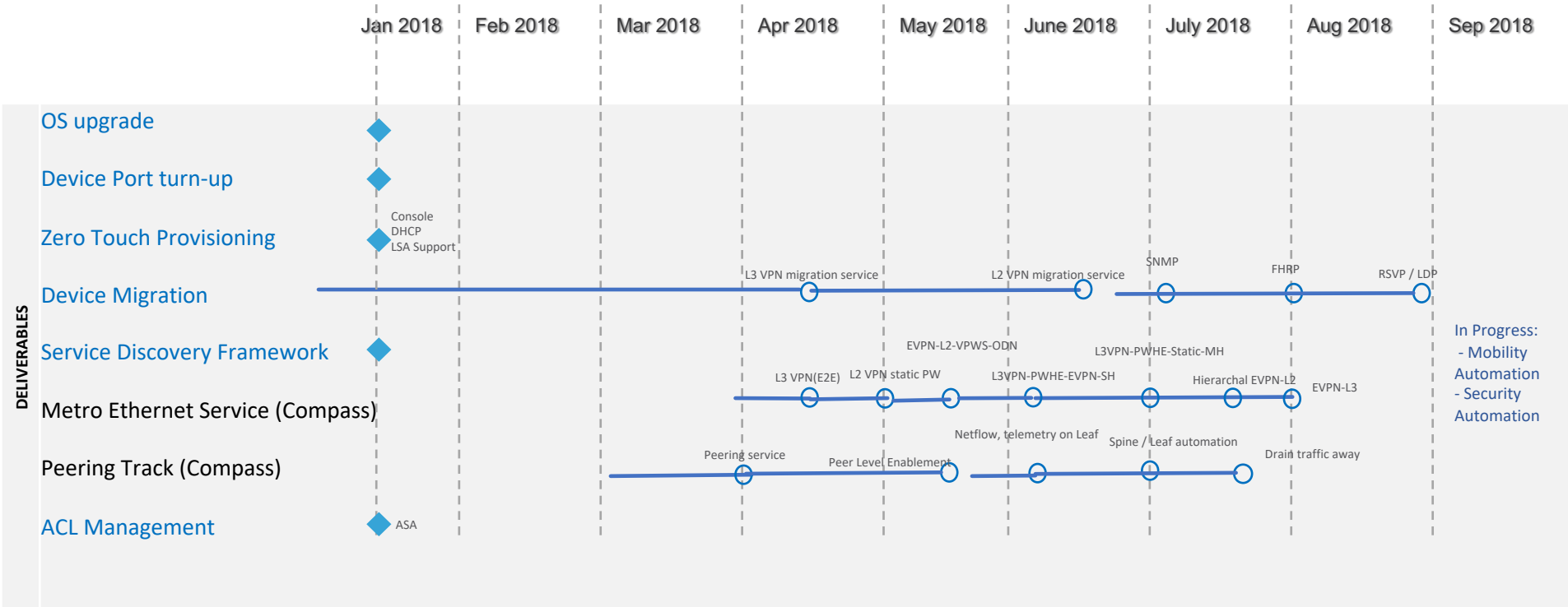


Complete Application Automation

9-14 Days



NSO Available Service Packs



Driving Reusability → 40 to 90% (based on Service Pack)

