



**Optimizing response  
time, reducing  
operational costs &  
business impact of IT  
outages**



# Delivering innovation in IT Service Management to quickly locate and resolve critical business issues

## OVERVIEW

Cisco is an American multinational technology conglomerate headquartered in San Jose, California, in the center of Silicon Valley, that develops, manufactures and sells networking hardware, telecommunications equipment and other high-technology services and products.



## CHALLENGE

The global business unit at Cisco that manages ITSM was in desperate need of operational visibility and a means to reduce Mean Time To Repair (MTTR) during critical situations, in order to quickly locate and resolve IT issues impacting critical business operations.

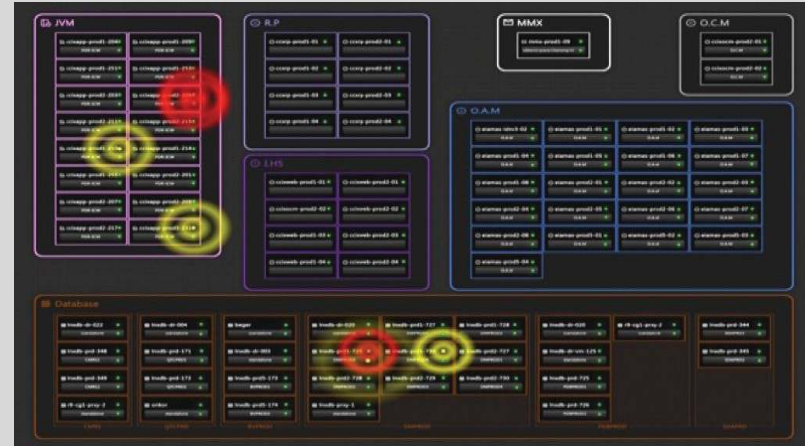
## SOLUTION

N3N delivered a centralized view of IT operations and impact of outages on business processes, enabling Cisco to make contextual business decisions faster when responding to IT incidents. The solution provided real-time proactive and preventative alarm notifications and availability and access to data for all users and decision makers on a single pane of glass.

## OUTCOMES DELIVERED

- Cisco is able to quickly locate, predict and resolve issues in real-time
- Greater operational efficiency, visibility and availability
- 30% reduction in operational cost
- Reduced MTTR from 2 days to 1.5 days, significantly reducing IT outage impact on the business

## VISUAL INNOVATION ON IT SERVICE MANAGEMENT



- 4D visualization method simplifying complex infrastructure
- Powerful rule based dynamic topology generator
- Tight integration with Splunk
- LDAP authorization supported
- Rule based event management engine with real-time alarm notification
- Data playback





## About N3N

N3N provides the world's #1 operations visualization platform. Leading brands and smart cities across the globe trust N3N to deliver innovative Internet of Things solutions and achieve transformative business and operational outcomes. Our dynamic operations visualization platform seamlessly converges data from sensors, connected devices, video and more in a single view for real-time actionable insights that drive real-world decisions. Founded in 2012, N3N is a Cisco venture-backed company headquartered in San Jose, California.