

Page: General Information

Provide information about the company to be considered for the award. If you will be nominating an individual, specify the nominee's employer.

Name of Organization/Company

Cisco Systems, Inc.

Additional Contacts

I do not wish to list additional contacts

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Entry Title

Cisco AI Assistant for Network as Code

Category

Q06i. New Service of the Year- Information Technology - Telecommunications

New Service Submission Format

Written Answers

a. Briefly describe the organization that developed the nominated new service: its history and past performance (up to 200 words). Required

Cisco Systems, Inc. is a global leader in networking for the Internet, providing hardware, software, and services that enable seamless access to information worldwide.

Founded in 1984 by Stanford University computer scientists, Cisco has consistently led in the innovation of Internet Protocol (IP)-based networking technologies. Cisco specializes in routing and switching, while also advancing technologies in areas like home networking, IP telephony, optical networking, security, storage area networking, and wireless technology.

Cisco not only offers cutting-edge products but also a wide range of services, including technical support and advanced services. The Customer Experience (CX) organization within Cisco focuses on delivering personalized, proactive, and predictive digital experiences for support and lifecycle management, enhancing customer engagement and satisfaction.

Through its continuous innovation and comprehensive service offerings, Cisco facilitates easy access to information for individuals, companies, and nations, reinforcing its position as a pioneer in the networking industry.

The organization that developed this service and capability is within Cisco's Customer Experience (CX) services.

b. Specify the date on which this nominated service was introduced to the marketplace. Outline the nominated service's features, functions, benefits and novelty (up to 250 words). Required

Traditionally, the configuration and provisioning of network services and infrastructure are executed manually and require a series of steps, interactions, and configuration commands with various tools and platforms. But this approach can be error-prone, time-consuming, and difficult to reproduce consistently.

- Over 80% of network problems are due to improper configuration and issues with change management. (Gartner 2024)
- 64% of IT leaders expect to have unified, API-driven integrations for IT and business innovation within the next two years. (Cisco, 2024)
- GitOps is dominate as a preferred management method for DevOps teams, with over 50% of organizations adopting GitOps for automated operations. (devops.com, 2024)

Cisco Services as Code allows your organization to define its network infrastructure state and treat all elements like one would for software source code, using intent-based configuration that can be versioned and managed at scale.

New for 2025, Cisco AI Assistant for Services as Code has been released. This intelligent assistant allows administrators to interact via natural language chat to:

- Ask questions and get analysis on the current state or configuration of the network.
- From business or user requirements, generate the appropriate data model configuration changes
- Analyze errors that may arise during deployment of the changes, even offering suggested changes to the configuration to resolve the error.

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c. Explain why the nominated service is unique or significant. If possible compare the service to competitors' offerings and/or to the organization's other or past products (up to 250 words). Required

As engineers may not desire to learn 'yet another data model language' to administer infrastructure, the AI assistant for Services as Code helps reduce the knowledge and experience needed to manage the network, by understanding intent and leveraging natural language to generate and accomplish network administration tasks. This approach drastically simplifies network management by ensuring that configuration can be simplified and embedded with both configuration best practices and automated testing and validation as part of the deployment lifecycle.

The AI Assistant for Services for Code is a large language model that has been augmented with knowledge and best practices of Cisco's Service as Code data model for application centric infrastructure (ACI) networks.

This approach ensures that network operations:

- Generates configurations based on best practices that meet the intent of the operator and business
- Reduces human error by leveraging automated configuration and validation in the deployment lifecycle
- Natural language interface is easy to interact with, improving the adoption of Services as Code approach, to ensure the benefits of enterprise version control, and automated deployment through continuous deployment and integration principles.

d. Reference any attachments of supporting materials throughout this nomination and how they provide evidence of the claims you have made in this nomination (up to 250 words). Optional

Cisco AI Assistant for Services as Code is available in limited release for customers with active Cisco CX engagements for ACI deployments. It has been demonstrated at Cisco Live US 2024 & 2025, and Cisco Live Amsterdam 2025.

Services as Code is used for 86 of Cisco's customers, including Workday and Swisscom, offering reduction of customer provisioning tasks from several hours to less than 10 minutes, and also reducing outages resulting from human error. Since release in March 2025, the AI assistant has been used for 26 configuration engagements and assisted with over 340 opportunities.

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Would you like to add an additional webpage link?

Yes

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Would you like to add an additional supporting document?

By your submission of this entry to The Stevie Awards, you verify that you have read and agreed to abide by the regulations, terms and conditions of the competition (<https://www.asia.stevieawards.com/rules-and-terms-conditions-competition>).

Terms and Conditions

I Agree