

COMPANY 	INDUSTRY Digital Communications
EMPLOYEES 80,000	USE CASE Private status page, Xurrent IMR

How Cisco gave 80,000 employees one source of truth for incidents

A private status page on Xurrent IMR cut MTTR by 37% and gave engineers back four hours per incident.

When a service slows down at a company of 80,000 people, the first cost is not the outage. It is the confusion. Is it the network, or my laptop? Is everyone affected, or just me? Should I file a ticket, or wait? Multiply that uncertainty across tens of thousands of employees and dozens of services, and the support queue fills with the same question asked a thousand ways, while the engineers who could fix the actual problem spend their time answering it.

That was the daily reality for Cisco's Enterprise Operations Center. The team needed a way to tell everyone the truth about service health at once, without burying anyone in email. They built it on Xurrent IMR.

Results with Xurrent IMR

37%

reduction in Mean Time to Repair

4 hours

saved per incident by the operations center

80,000

employees on one click away from the truth

Plus a shift away from blast-email updates that once sent as many as 26,000 emails a month, toward notifications people actually choose to receive.

About Cisco

Cisco Systems is a global leader in digital communication technology, with a vast range of software, hardware, and cloud services spanning networking, security, and cloud management. More than 87% of Fortune 500 companies rely on Cisco, a measure of how central its infrastructure is to the way modern organizations communicate and operate. Inside Cisco itself, keeping 80,000 employees informed about the health of those services is its own significant operations challenge.

The challenge: updates scattered, engineers interrupted

Cisco struggled to communicate the status of its software services across more than 80,000 employees. Several of the project management and incident tools in use, including ServiceNow and PagerDuty, did not surface incidents and status updates in a way the whole company could see, so engineers ended up reporting them manually.

Without a unified dashboard, email was the main channel. But opting in meant hearing about every software update, not just the ones that mattered to you. Most employees did not want the inbox clutter, so many never subscribed. Critical updates ended up scattered across channels, and rumors traveled faster than facts.

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Communicating incidents was a challenge because of the number of users and the complexity of our infrastructure. If users experienced a latency or a performance issue, they didn't know if it was a widespread problem or specific to their laptop or network.

Deepa Duvvuru

Program Manager, Cisco

The confusion drove a high volume of support tickets, and the cost landed squarely on the team least able to absorb it.



The Enterprise Operations Center was frequently interrupted with questions about outages, which took time away from our main priority: incident resolution. We needed a dashboard to communicate the health of our services and incident statuses to all our users, without bombarding them with more emails.

Deepa Duvvuru

Program Manager, Cisco

Cisco wanted a partner that would listen to its specific requirements, offer real customization, and help bring transparency to incident communication rather than add another silo

The solution: one customizable, internal status page

Cisco's Enterprise Operations Center evaluated status page products with two priorities: deep customization and automation. It chose the private status page in Xurrent IMR because it met the technical requirements and could be shaped to Cisco's specific needs.

Automation was the unlock. Xurrent IMR lets Cisco push real-time incident updates without an engineer entering data by hand, and the administrative controls let the team tailor the page to how its users actually work. Cisco built a page that communicates service status across both incidents and scheduled maintenance, with components and services categorized so the page stays easy to navigate.

After piloting with a small group of stakeholders, Cisco rolled it out. The dashboard shows the real-time and historical health of IT and cloud services, with open and recently resolved incidents organized by category and updated live. Adoption climbed quickly once employees realized they could subscribe by SMS or email to exactly the incidents relevant to them, or just open the link to see everything.



We moved away from email communications, which targeted a wide audience to ensure we caught everyone who might be impacted. Now users can subscribe to receive notifications for certain services, or all services when there is an outage. The status page is a one-stop shop that enables users to tailor the experience to meet their needs.

Deepa Duvvuru

Program Manager, Cisco

The result: faster repairs, quieter queues, time back

Over the year that followed, Xurrent IMR helped Cisco cut Mean Time to Repair by 37%, alongside a marked drop in support requests now that more than 80,000 employees can reach the status page in a single click.

The operations center saves about four hours per incident, time that goes straight back into resolving the problem instead of fielding questions about it. At Cisco's scale that is not a soft benefit. For large enterprises, downtime can cost anywhere from one to five million dollars an hour, so every minute shaved off MTTR protects real money. Faster repairs and fewer interruptions compound: the less time engineers spend explaining an incident, the faster they close it.



We no longer have to post updates on different communication channels and answer the same questions from multiple users. We can simply point our users toward the status page.

Deepa Duvvuru

Program Manager, Cisco

The integrations carry their weight here too. Because Xurrent IMR connects with the rest of Cisco's stack, including ServiceNow and PagerDuty, updates push to the status page automatically. That combination, automated updates plus self-service visibility, is what gives engineers their time back. The relationship has kept paying off after deployment. When questions come up, support is timely, and the operations center has room to keep innovating. The team is adding filters so end users can narrow the page to only the incidents relevant to them, one more step toward an experience built around the user rather than the system.

One source of truth, at enterprise scale

By consolidating communication from complex systems and distributed operations across many departments and locations, Cisco gave its employees a single, reliable source of truth for the services they depend on every day. The confusion that once filled the support queue now resolves itself on a page, and the engineers behind it spend their hours where they matter most: keeping the services up.

Get started with Xurrent today.



See how Xurrent IMR keeps your whole organization informed and your engineers focused on resolution.