

# California Courts Adopt Innovative Services Delivery Model

Customer Case Study



## Executive Summary

California Administrative Office of the Courts

- Local Government
- San Francisco, California
- 21,000 (2,000 judicial officers), serving more than 34 million residents

### Business Impact

- Projected savings in excess of US\$5M
- Increased service levels and access to Cisco experts
- Improved network uptime with well-managed equipment
- More effective planning for equipment sparing, supportability milestones, and new technologies
- Strengthened inter-agency trust and working relationships.

Consolidated, five-year contract and first-in-state services financing plan reduces costs by 31 percent.

## Business Challenge

The economic downturn has severely affected state and local governments. In California, budget reductions were driving the majority of the trial and appellate courts to drop maintenance contracts for critical networking solutions. The Administrative Office of the Courts (AOC) understood the related risks to the statewide judicial infrastructure. As a technology and infrastructure resource for the courts, the AOC wanted to find a way to make sure that this part of the statewide network infrastructure was cost-effectively and efficiently supported.

“California courts operate autonomously; we don’t dictate technology standards, but our organization offers a variety of services that each court can choose,” says Kyle Nishimura, senior technical support manager at California AOC. “We saw an opportunity to consolidate maintenance contracts, and make it more affordable for the courts to protect their investments in network equipment.”



“By consolidating multiple services contracts, we are getting better discounts, predictable costs, and the simplicity of one contract and renewal schedule. We are able to keep the courts’ networks up and running, with equipment that is well managed.”

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**Kyle Nishimura**

Senior Technical Support Manager,  
California Administrative Office of the  
Courts

Besides finding a budget-friendly solution for optimizing and maintaining the networks throughout the judicial system, the AOC wanted to simplify maintenance and contract administration. Many of the individual IT teams at various court locations were having trouble keeping track of contract anniversary dates, and sometimes found that the support from their own integrators was not meeting their needs.

## Solution and Results

For several years, the AOC had relied on the Cisco SMARTnet® Service and the Cisco® Network Optimization Service for the data center at its headquarters. The AOC support team knew from experience the value of working with Cisco solution experts, and being able to get advice from a services team that stays up to date on the AOC’s environment and requirements. Past projects, including a Multiprotocol Label Switching (MPLS) design and migration to a new data center, were highly successful because of access to the Network Optimization Service resources in particular.

Wanting to give the individual courts access to the same Cisco services expertise, tools, and benefits, and to discourage the courts from cutting back on maintenance and network optimization, the AOC turned to its Cisco services team for suggestions. The result was a proposal for a centralized Cisco SMARTnet and Network Optimization Services agreement that could be offered to all of the California courts through the AOC.

Today, all but 3 of the 58 courts have chosen to participate in the consolidated services program. The introduction of a five-year agreement, combined with financing from Cisco Capital, will save the state more than \$5M over the coverage period and spread costs out to ease the current budget challenges.

The new arrangement marks a major milestone for the state. “Financing services had never been done in California, but everyone saw its value,” says Nishimura. “Cisco helped us make it happen, including working with our lawyers to introduce new language that would allow California agencies to lease services. By consolidating services, we are getting better discounts, predictable costs, and the simplicity of one contract and renewal schedule. We are able to keep the courts’ networks up and running, with equipment that is well managed.”

In fact, instead of cutting back on services, the courts now enjoy better support. “While lowering the total costs to the state, we were able to give all of the courts access to Cisco Network Optimization Service experts,” says Raul Ortega, information security officer at AOC. “Maintenance and optimization are no longer being sacrificed, and the courts don’t have to pay an integrator for consulting time every time they need help with network issues and projects. This is a hidden savings, above the 31percent reduction in maintenance and optimization costs. The courts are now very happy with our team at the AOC; this arrangement has strengthened inter-agency trust and working relationships.”



Another byproduct of the consolidation is that the courts' equipment inventories can be managed from headquarters. AOC has a centralized view and can oversee and optimize this aspect of support. The consolidated SMARTnet and Network Optimization Service coverage also gives the AOC a roadmap. Regular reports and meetings with the Cisco services team help the AOC better plan for sparing, equipment end-of-life, and new technologies. All of the courts gain more cost-effective trade-in options, too, and credits are consolidated and pooled so that they can be applied efficiently across the entire judicial system infrastructure. All of these changes add up to savings for the state as a whole.

"The IT groups at the courts now have the resources they need to get their jobs done efficiently," says Nishimura. "The Network Optimization Service gives them personal service. When they need help, they don't have to start at the beginning and repeat themselves: they get someone who knows them and the situation. We are all much happier as a result."

## Cisco Products and Solutions

### Services

- Cisco Network Optimization Service
- Cisco SMARTnet Service

### Financing

- Cisco Capital

## For More Information

To read more about Cisco Network Optimization Service, please visit [www.cisco.com/go/optimize](http://www.cisco.com/go/optimize).

To read more about Cisco SMARTnet Service, please visit [www.cisco.com/go/smartnet](http://www.cisco.com/go/smartnet).

To read more about Cisco Capital, please visit [www.cisco.com/web/ordering/ciscocapital](http://www.cisco.com/web/ordering/ciscocapital).

