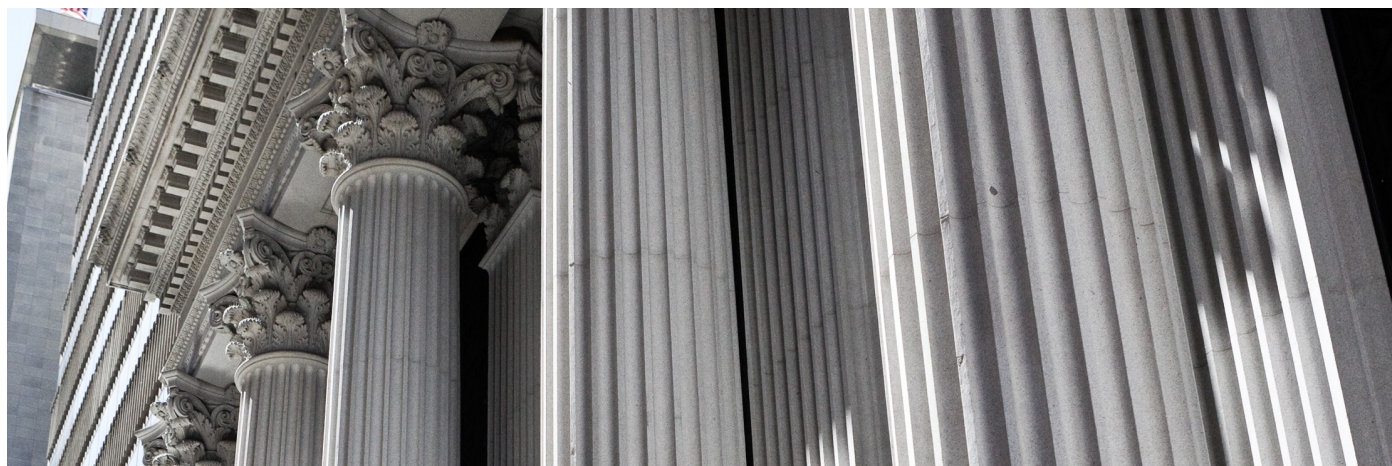


Justice Agency Maximizes Network Availability and Security

Customer Case Study



A state agency grows its network with confidence using lean support staff and Network Optimization Service.

EXECUTIVE SUMMARY

Customer name: A department of justice in a large U.S. state

Industry: Public sector

Business Challenge

- Support growing network access and security requirements with lean networking staff
- Deliver round-the-clock availability of the network to protect public safety
- Provide secure access for employees, contractors, and other state and federal agencies

Solution

- Cisco Network Optimization Service provides network knowledge and best practices that optimize performance, availability, and security of the network
- Dedicated Cisco resources work proactively with agency IT staff to anticipate and mitigate security and availability risks
- Cisco enterprise network products create sophisticated hub for law enforcement activities

Business Results

- Grew network 30 percent without adding new IT staffing resources
- Maximized security and availability of network
- Reduced completion time for network-related projects

Business Challenge

Enforcing state law and ensuring public safety are no easy tasks for any state-level department of justice agency. Background checks, arrest records, firearm registrations, environmental and public health records, and far more all need to be available securely at any time to support the mission of the agency as well as assist other law enforcement organizations around the United States.

For one U.S. state department of justice, the small IT network staff had the mission-critical job of providing 24-hour availability of the network for access to applications and data. Secure network access was needed for the department's employees, local law enforcement within the state, and other law enforcement agencies at both the state and national levels. The agency also needed to provide highly secure, remote access capabilities for its field agents to improve public security and agent productivity.

In 2008, as the network infrastructure and requests for accessing the network began growing rapidly, the IT staff responsible for the network realized they needed outside expertise to help deliver continued high availability and security of the network infrastructure. The goal was to keep the networking group lean, yet complement staff resources with consultants who offered deep network knowledge and experience. The agency also sought out automation for greater visibility and insight into network performance and operation.

Solution

The state department of justice selected Cisco® Network Optimization Service, which provides the technical expertise and leadership, professional services, tools, and best practices that the agency needed. Acting as an extension of the agency's IT networking staff, Cisco Network Optimization Service helps the department operate its network for optimal availability, security, and performance. Cisco Services provides tactical and strategic planning and support as well as recurring proactive support.



A major component of the engagement is to support the agency in modernizing and standardizing its network to reduce downtime and lower exposure to security vulnerabilities. Cisco conducted a network software infrastructure analysis and created a new standardized software strategy to bring the network into compliance and reduce risk associated with software complexity and diversity.

Previously, the department's field agents had to return to the office to access the network. But with Cisco, they can securely access the information from anywhere. Cisco designed a solution that addresses the agency's extremely strenuous security requirements, using multiple layers of security, including encryption and virtual private network capabilities.

Over the course of five years, Cisco Services assisted the justice department in expanding its network from a small number of basic connections into a sophisticated hub for all of the agency's law enforcement activities. The agency's network infrastructure now includes Cisco Catalyst® 6500 Series Switches, Cisco Nexus® 5000 and 2000 Series Switches, and Cisco 2800 Series Integrated Services Routers.

Business Results

The state justice department is very pleased with the partnership with Cisco and the many benefits it has seen from Cisco Network Optimization Service. Through Cisco best practices and strategies, the agency now has a predictably stable and secure network platform. With dedicated network engineer resources from Cisco, the agency benefits from guidance by professionals who know the organization and its network infrastructure.

Cisco has helped the agency go from zero compliance with the software standardization strategy for network software to 97 percent compliance across all its devices. This achievement significantly lowers exposure to software vulnerabilities and defects while speeding risk analysis and mitigation.

The justice department's networking staff has remained small and nimble, keeping staffing budgets down, while the network has grown by 30 percent. At the same time, the agency's staff is now able to complete network projects faster than before and with greater confidence. With its dedicated Cisco Service professionals on the team, the IT staff has the confidence and resources to support continued future growth of the network as the law enforcement agency's needs change.

More Information

To learn more about Cisco Services, visit www.cisco.com/go/services.

Service List

Cisco [Network Optimization Service](#)

Product List

- Cisco Catalyst 6500 Series Switches
- Cisco Nexus 5000 and 2000 Series Switches
- Cisco 2800 Series Integrated Services Routers



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