

Design Trendsetter Uses Smart Net Total Care to Keep Pace with Network Change

Customer Case Study



9 Kings Maintains Network Foundation with Single IT Management Solution

EXECUTIVE SUMMARY

Customer Name: 9 Kings

Industry: Multinational designer and retailer

Challenge:

- Provide a single platform for installed base (IB) lifecycle management
- Prevent network risk

Solution:

- Cisco Smart Net Total Care (SNTC)

Results:

- Improved service entitlement
- Greater installed base visibility reduces network risk
- Improved contract management
- Cost savings through better procurement practices

9 Kings is an international design sourcing company with offices in Hong Kong, Dongguan and Shanghai City, China. Established by J. Christopher Burch, an American-based investor and entrepreneur who has participated in the rise of more than 50 companies including Jawbone, Powermat, Tory Burch and Voss Water, 9 Kings offers a full platform of sourcing services including product development, quality control, logistics, order management and IT.

Challenge: Help the Quality of Network Maintenance Keep Pace with Network Change

9 Kings is the exclusive sourcing solution for a diverse portfolio of lifestyle brands introduced through Burch Creative Capital including apparel, accessories and home decor retailer C. Wonder; MONIKA CHIANG, an apparel and accessories brand for women with boutiques in Los Angeles and New York City; and Poppin, a brand of vibrant and modern office products.

Successfully managing a fast-moving, constantly changing design and manufacturing company with demanding clients and deadlines wouldn't be possible without a strong global network infrastructure. For 9 Kings its IT network is the platform on which it's growing its business.

As 9 Kings continues to rapidly expand its business operations it was concerned that its installed base (IB) management strategy wasn't keeping pace with change. Device inventory information was often incomplete or missing. End of Service (EoS) and End of Life (EOL) announcements were sometimes overlooked. Interaction with the Cisco TAC was slower than desired due to the lack of easy access to detailed equipment information. Without improvements in these and other areas 9 Kings knew that it would not be able to achieve true network lifecycle management. Perhaps even more importantly, it recognized that without greater insights into its IB assets, it was putting its network at risk.

9 Kings turned to Cisco for an answer to its IB maintenance issues. The company wanted greater visibility into its network, the ability to cope with constant change and a more stable IT operating environment overall.



“We found numerous devices that were off the radar using our prior inventory management process and quickly updated their service coverage with the information uncovered by Smart Net Total Care.”

Roger Luo
9 Kings IT Director

Solution: SNTC Solves IB Management Problems Today, as It Helps Prepare for Growth Tomorrow

Working closely with its partner, ECCOM Network System Ltd, Cisco had the ideal solution for 9 Kings to improve its IB management process in Cisco Smart Net Total Care (SNTC). SNTC provides a single installed base management solution, including service contract management, foundational technical services, and device diagnostics -- plus security and other alert notifications for Cisco products. Using its ability for detailed discovery of Cisco branded network devices, SNTC offers actionable intelligence and proactive support capabilities that can reduce operating costs and minimize downtime.

Now deployed by the company, 9 Kings is very satisfied with the results they're seeing, starting with complete visibility into their installed base that was missing previously. The Smart Net Total Care portal provides easy access to detailed device information, including EoL and EoS status, so the 9 Kings can ensure that hardware upgrades occur on a timely basis and critical devices are not lacking service coverage. SNTC's Inventory Collection Reporting and Analysis (ICRA) tool is then used to cross-check the portal information quarterly to further ensure its accuracy. Following the initial discovery process, 9 Kings quickly recognized the value SNTC could provide. Roger Luo, 9 Kings IT Director observed, “We found numerous devices that were off the radar using our prior inventory management process and quickly updated their service coverage with the information uncovered by Smart Net Total Care.”

Results

With the rate of network expansion increasing, the portal is frequently used to monitor changes in the status of devices. This allows the company to take proactive steps to resolve potential problems and keep in step with network dynamics. 9 Kings is confident that with SNTC they now have fast access to more – and more reliable – data about their network than ever before. As a result, they are also more prepared to better manage network risk.

SNTC is also helping the design and manufacturing firm in other areas such as improved contract management. Being able to quickly align contract information with device service coverage helps improve interactions with Cisco TAC leading to faster problem resolution. 9 Kings can spend less time trouble shooting issues and more time managing their network operations.

And SNTC is not just helping the firm save time; it's also contributing to cost savings. The 9 Kings Procurement organization likes the visibility that Smart Net Total Care reports provide on devices approaching either EoL or Last Day of Service (LDOS). Knowing this information in advance, they can then adjust their purchasing plans as needed and save unnecessary expense.

With SNTC now deployed, 9 Kings is clearly realizing the benefits of improved lifecycle management. The basis for their success begins with the extensive network visibility provided by Smart Net Total Care. The new depth of IB understanding has translated into significant time and cost savings based on improvements ranging from accelerated access to the Cisco TAC to better contract accuracy -- and beyond to timely insights into device status to help prepare for network change. With Smart Total Care now providing a stronger and scalable network maintenance foundation, 9 Kings is positioned for successful growth.

For More Information

To find out more about Cisco Smart Net Total Care, go to:
<http://www.cisco.com/go/total>

And to learn more about 9 Kings visit:
http://www.burchcreativecapital.com/company/9_kings/



Americas Headquarters
Cisco Systems, Inc.
San Jose, CA

Asia Pacific Headquarters
Cisco Systems (USA) Pte. Ltd.
Singapore

Europe Headquarters
Cisco Systems International BV Amsterdam,
The Netherlands

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at www.cisco.com/go/offices.

Cisco and the Cisco Logo are trademarks of Cisco Systems, Inc. and/or its affiliates in the U.S. and other countries. A listing of Cisco's trademarks can be found at www.cisco.com/go/trademarks. Third party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1005R)