

Manufacturer Builds Business with Managed Services

Global enterprise increases operational efficiency and improves compliance.

For one major manufacturing company with offices around the world, choosing a global network technology support provider has been key to achieving long-term success. Since 1999, the company has depended on Cisco® technology and services to maintain, support, migrate, upgrade, and optimize a fully interoperable network.

Challenges

- Support expanding global vision despite limited network operations personnel
- Pursue managed services strategy to help enable long-term success
- Execute major network refresh while maintaining 24-hour globally available network

In 2007, many of the company's communications devices were approaching the end-of-life stage, and the company needed a major network refresh. At the same time, members of the IT staff were just beginning to explore initiatives that would soon have a profound impact on the size and complexity of the company's network. For example, they were looking at ways to optimize their WAN for faster communications globally. They wanted to deploy more advanced solutions for load balancing, video streaming, disaster recovery, and options for implementing unified communications across the enterprise. Yet the organization lacked enough network operations personnel, expertise, and technology to support its expanding global vision. For that, it turned to Cisco.

Case Study | Global Manufacturing Company

Size: 40,000+

Location: Global

Industry: Manufacturing



The company's IT staff clearly recognizes the value of Cisco Managed Services. In fact, the IT team has no interest in implementing new technology until it can be supported by Cisco Managed Services.

Solutions

- Cisco Managed Services offers worldwide, anytime support across global network
- Cisco Managed Services monitors customer network infrastructure in co-managed model
- Cisco Managed Services collaborates with customer IT staff to execute needed changes for optimal network performance and stability

Cisco Managed Services was already providing end-to-end, worldwide, anytime monitoring and management services across the entire network. During the company's large-scale network refresh, the Cisco team kept a delicate balance between maintaining legacy equipment and supporting newly introduced capabilities to the network without disruption. This offering was customized to include detailed electronic runbooks, full alignment with help desk functions, electronic bonding with the carrier's ticketing, and daily calls with members of the operations team.

Since then, the organization has continued to expand its deployment of Cisco solutions across the enterprise, and Cisco Managed Services has played a major role in supporting each new implementation as it went into production. For example, when the company adopted Cisco TelePresence® technology, steadily growing its collaboration footprint to include approximately 200 TelePresence endpoints worldwide, Cisco Managed Services provided executive end-user support in addition to technical monitoring. Around the same time, Cisco Digital Media System replaced an obsolete Internet Protocol television (IPTV) system to facilitate live and recorded company broadcasts, including a quarterly address from the CEO.

The company refreshed its core WAN infrastructure and optimized traffic using Cisco Wide Area Application Services products. Finally, the organization was ready to move forward with a global deployment of Cisco unified communications solutions, marking a clear departure from its longtime dependence on a tangle of private branch exchange (PBX) systems. IT staff worked closely with Cisco Managed Services and a large partner to support a massive implementation encompassing 30,000 phones across more than 50 countries. The result was a unified corporate solution for voice and voicemail that spanned the world.

Through all of these dramatic changes over the course of a decade, Cisco Managed Services provided comprehensive support across the full spectrum of Cisco technologies.



Results

- Increased device footprint by more than 200 percent in 10 years without addition of network operations personnel
- Achieved significant drop in support ticket volume alongside higher frequency of product deployments and greater complexity of overall network
- Improved network availability and overall security, leading to a stronger track record around compliance as well as deeper security management for manufacturing

With help from Cisco Managed Services, this leading manufacturing company has enjoyed major gains in operational efficiency. Even while increasing its device footprint by more than 200 percent in 10 years, the organization hired very few additional network operations personnel. Just as impressively, support ticket volume has steadily decreased over the course of the decade.

The company's IT staff clearly recognizes the value of Cisco Managed Services, even insisting that a new technology cannot be deployed unless it is co-managed by Cisco. Additionally, the company enjoys a more robust security stance, which in turn leads to a stronger track record regarding compliance. And perhaps most valuable of all, Cisco expertly maintains and troubleshoots the company's massive global network, giving IT personnel the opportunity to concentrate less on day-to-day maintenance and more on building the business of the future.



Products & Services

Data Center Solutions

- Cisco Adaptive Security Appliance
- Cisco Intrusion Prevention System
- Cisco AnyConnect® Secure Mobility Solution
- Cisco VPN Client
- Cisco Email Security Appliance
- Cisco Catalyst® switches
- Cisco Nexus® switches
- Cisco Industrial Ethernet Switches
- Cisco Wide Area Application Services appliances
- Cisco Application Control Engine load balancers

Collaboration Solutions

- Cisco TelePresence MX200
- Cisco TelePresence EX90
- Cisco TelePresence System 1000, 1300, and 3000
- Cisco Jabber® Video for TelePresence (Movi)
- Cisco TelePresence Codec C40
- Cisco IP Phones
- Cisco Unity® Connection unified messaging

Services

- Cisco Managed Services
- Cisco Advanced Services



Next Steps

As the customer looks at new opportunities for operational efficiencies, such as the cloud, hosted services, network convergence, or the next refresh, it continues to rely on the support of Cisco Managed Services to maintain the performance and stability of its production network.

More Information

- To find out more, visit [Cisco Managed Services](#).
- To find out more about Cisco Services, visit www.cisco.com/go/services.

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)

