

Delivering a Seamless Service to a Customer in Need



High Point Solutions has partnered seamlessly with Cisco Services to enable and accelerate success for one of its most important customers

EXECUTIVE SUMMARY

Customer Name: High Point Solutions

Industry: IT Solutions

Location: United Kingdom

Number of Employees: 70

Challenge

- Deliver solutions with an original equipment manufacturer 'stamp of approval'
- Create a highly responsive IT service that customers can have complete confidence in
- Maximize customer satisfaction

Solution

- High level, low level design, and equipment procurement by High Point Solutions
- Building, staging, configuration, installation, and migration by High Point Solutions
- Architectural approach and design validation by Cisco Services

Results

- Speedy remediation of customer issues
- Rapid establishment of customer satisfaction track record

Business Challenge

Formed in July of 1996 and headquartered in Sparta, New Jersey, the Cisco® Gold Partner High Point Solutions is a specialist IT solutions provider focused on networking and collaboration technologies.

Since inception, High Point has grown rapidly in the United States thanks to its ability to respond quickly and flexibly to customer requirements, achieving an annual turnover of around US\$100 million a year. Among its top customers is a leading global bank that also has a significant Cisco Services global contract.

Due to resource constraints, the bank was struggling to develop momentum within its campus LAN remediation program. Cisco Services had been engaged to complete high level designs however these could not be generated without site-specific information which the Bank was not in a position to easily provide. As a result the project delivery timelines were at risk along with significant Cisco hardware orders. Nigel Amos, strategic business development director at High Point Solutions, describes how High Point became involved back in July 2011: "The program had gone nowhere in several months, so the bank reached out to Cisco. Cisco in turn put High Point forward to resolve the situation due to our reputation for creativity and our relationship with both companies."

Solution

High Point's approach to solving the problem was to immediately establish two key parallel work streams. The first involved deploying a team of High Point engineers to rapidly gather enough information for each site to enable high level designs and bills of materials to be generated with 85-90 percent accuracy. The second work stream involved senior project and delivery managers from Cisco Services, High Point, and the Bank working together to completely re-structure the delivery model for the program from the ground up to allow progress to be made despite the resource constraints of the Bank. As Amos recalls, "Given the Bank's low appetite for additional risk and the fact that the project was well-established it was a fairly bold thing to do. However our fantastic relationship with Cisco Services allowed us to say 'Guys, we need you in the room with us for the week to review this program.' That was really key."



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Nigel Amos
Strategic Business Development Director
High Point Solutions

The result was that within two weeks, high level designs and bill of materials were generated for the initial eight sites, submitted to the Bank’s design governance process and approved, allowing hardware orders to be placed with Cisco within the current financial year.

Having Cisco Services validate the approach and designs provided the Bank with the confidence it needed to proceed with the revised program structure and request that High Point continue with the project. Amos was appointed for a period of six weeks and High Point undertook responsibility for development of detailed designs with Cisco Services providing assurance for the designs and program.

From the Bank’s perspective, High Point and Cisco Services operated as a single team, jointly presenting status updates on regular program steering calls and working collaboratively “behind-the-scenes” to resolve issues such as return materials authorizations seamlessly for the Bank and maintaining the momentum that had been generated within the program.

Business Results

High Point Solutions and Cisco were able to complete the remediation of seven campus sites for the Bank by the end of 2011 and the program is on schedule to deliver the remaining fourteen sites by the end of 2012, including the flagship headquarters building and the deployment of high density pervasive wireless in all sites to support Cisco advanced collaboration technologies and personal mobile devices. “Critically,” says Amos, “the trusted partnership demonstrated between High Point and Cisco Services has enabled the Bank to leverage significantly more value from the Cisco Services relationship. By delivering high quality design and implementation services within the proven Cisco Services Lifecycle, High Point allows Cisco to focus on providing vision and thought-leadership. Ultimately this helps to accelerate the adoption of new technologies which deliver competitive advantage for the Bank.”

Next Steps

High Point’s customer has a technology supplier it can rely on; and it is a partner that comes with an important stamp of approval. “Cisco Services provide an assurance layer around what we do which is very important to our customer,” explains Nigel. “We are comfortable operating at any level alongside Cisco Services and know how to seamlessly integrate our complementary portfolios to deliver end-to-end services to our customers from vision through to production deployment.”

For More Information

To find out more about Cisco Services, please go to: www.cisco.com/go/services



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