

Cisco Partner Sets New Standard in Proactive Network Management Space

Customer case study



Trimax uses Cisco Smart Net Total Care to deliver network audits to simplify network maintenance and scale with business growth.

EXECUTIVE SUMMARY

Trimax IT Infrastructure & Services Ltd.

- Managed Services Provider (MSP)
- Location: Mumbai, India
- 1,600+ professionals
- 11 offices
- 600+ supporting locations in India

Challenge:

- Improve accuracy and cycle time of installed base network management for customers
- Simplify network audit requirements for customers
- Reduce need for manual inventory process

Solution:

- Cisco Smart Net Total Care for proactive, accurate, and comprehensive network audit
- Built-in diagnostic services features provide early warning of potential hardware problems

Results:

- Comprehensive, accurate inventory for true, continuous customer network visibility
- Simplification of network audit and maintenance for customers
- Reduction in customers' network vulnerability
- Support customer business growth

Challenge

Trimax, an accredited Cisco Partner, enjoys a reputation for innovative IT services and unique service delivery models for its customers across a wide range of solutions, including managed network services, systems integration, data center build and host, cloud computing, application services, and network maintenance. Trimax is servicing a diverse list of customers that includes Bharti Airtel, National Textiles Corporation, and National Hydroelectric Power Corporation.

Recently working with one of India's leading insurance companies, Trimax was challenged by its customer to provide a solution to better manage its installed base of network equipment.

One of India's oldest and largest insurance firms offering a wide variety of nonlife policies, the customer has more than 1,000 offices with 21,000 employees scattered across the South Asian subcontinent.

Trimax is the principal managed services provider (MSP) responsible for operating the insurance company's entire network. Trimax's own, highly distributed office network helped it understand the needs of its insurance customer.

The customer's 1,000+ offices are the company's revenue engine. Reaching India's millions of consumers in every corner of the large country, the offices write tens of thousands of car, home, personal, and other insurance policies daily. And each of these transactions travels across the company's network backbone to its home office, where 500 engineers staff its network operations center (NOC) on each shift around the clock.

Despite the cohesive working framework between the insurer, Trimax, and the company's hardware distributor, determining the status of the customer's network inventory was difficult, time consuming, and often inaccurate. The insurer used a manual methodology to gather data from each branch office and the distributor's records, and then enter the data into a spreadsheet for evaluation. Making the process more difficult was the fact that Return Materials Authorization (RMA) swaps could not be captured.



“Smart Net Total Care built-in diagnostic features help us take a proactive approach to accurately conduct network audits and complete maintenance before problems affect customers. Now we can do away with the manual task of logging into every network device and having to post the details into a spreadsheet, which has saved us time, resources and costs – providing greater overall operational efficiency.”

Hansraj Verma
Network Operations Lead
Trimax IT Infrastructure & Services Ltd.

The insurer found it extremely difficult to determine the general health of the network devices such as vulnerabilities, threats, Cisco security advisories (PSIRTs), and hardware and software alerts available to the insurer. The company did not have a method in place to ascertain the state of its production devices.

The lack of timely, accurate information about its installed base of more than 1,200 chassis was putting not only the customer's network at risk but also its operations. If a local branch is not able to operate using the network, the branch office cannot write insurance policies nor can customers make online premium payments. Reducing network downtime was a customer priority, especially during the hours of 10 a.m. to 5 p.m., when the vast majority of insurance policies are being written. With high stakes like these, it was imperative that the customer and Trimax find a better solution for managing its network installed base.

Solution

Already a Cisco SMARTnet® user, the customer needed something more than a break/fix solution to its inventory management challenge. Fortunately, Trimax had the answer in Cisco® Smart Net Total Care, which allows Trimax to take a proactive approach to network maintenance before problems affect the customer. Smart Net Total Care adds automation to the inventory information collection process, helping eliminate the need for manual intervention.

The customer was especially interested in Smart Net Total Care's End of Life (EoL) and End of Service (EoS) alerts, because these alerts would help them better predict and plan for future product upgrades. In addition, because the customer was seeking to manage its entire device lifecycle, the customer was interested in Smart Net Total Care's built-in diagnostic services features, which provide early warning of potential hardware problems that can help prevent critical device failures.

The timely information can better support root-cause analysis of security-related problems and the design of better solutions for known security errors. The customer values these capabilities, because they help not only with immediate network issues but also with plans for scaling with company growth.

The insurance company's IT management team was convinced by the Cisco Smart Net Total Care solution, which improves the overall network maintenance process and minimizes the company's network risk. Smart Net Total Care is being used to construct regular inventory reports that have initially been useful in identifying devices that lack service coverage and helping ensure their entitlement. The solution replaces the previous manual process, which created challenges for the customer due to the lack of timely inventory reporting and accurate information.

The availability of the Smart Net Total Care reports has resulted in better transparency for the customer, Trimax, and Cisco towards delivering 100% network uptime and maintaining consistency of information with respect to the Service Level Agreement's (SLAs) and contract coverage of the complete installed base.

Trimax also appreciates the benefits of Smart Net Total Care for its own business operations, because it helps the MSP better achieve its customer SLA.

Implementing Smart Net Total Care enables Trimax to download the complete network inventory at a click of a button, which allows Trimax to deliver timely and consolidated network audits to the customer.

“Smart Net Total Care helps us start right where we stand and apply the habit of going the extra mile by rendering more service, and the thing that lies at the foundation of this positive change, the way we see it, is better service than what the customer is now paying for.”

Abhijit Ghogle
National Manager,
Alliances & New Business Initiatives
Trimax IT Infrastructure & Services Ltd.

Result

With Cisco Smart Net Total Care now covering 85 percent of the customer's network and a commitment by the insurer and Trimax to make it central to their network maintenance process, the customer is now realizing several major benefits:

1. Savings in time and operating costs from discarding old manual inventory processes can be reallocated to the insurer's network operations center.
2. Improved overall installed base understanding, which enables better purchasing and renewal decisions due to the predictability of individual products.
3. Network incidents can now be addressed in a more timely manner, which helps ensure network stability and mitigates against risks.
4. The comprehensive Inventory Report containing details of services level, physical location, and contract expiry have enabled the customer to take proactive steps towards helping ensure overall protection to the installed base.

Benefits to Trimax:

1. Realized 90 percent time savings in inventory management after implementation of Smart Net Total Care.
2. Improved response from Technical Assistance Center through accurate device and contract entitlement.
3. Regular availability of comprehensive network data has resulted in an improved RMA process, which helps avoid downtime of devices and provides improved incident resolution time.
4. Usage of Hardware Delta reports for change management planning activities.
5. Centralized management of inventory and contract management for multiple customers through online access of installed base, extending mobility and agility to business.

Next Steps

Trimax plans to work with its customer to take greater advantage of other Cisco Smart Net Total Care features such as PSIRTs, EoL, and EoS notifications, including implementation of the Cisco Smart Call Home capability to help ensure network agility and avoid any potential downtime during its business operations.

With Cisco Smart Net Total Care now in place and delivering results, the insurer customer hopes to further simplify its network maintenance through consolidating its many device service contracts.

For More Information

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

To learn more about Trimax, visit: www.trimax.in.



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