

How Cisco IT Uses Cisco Remote Management Services to Enhance Network Operations

Out-tasking contextual activities to a trusted provider allows IT staff to focus on strategic projects.

BUSINESS BENEFITS

- Reduced number and duration of network outages
- Improved ability of Cisco IT to focus on strategic activities instead of daily operations
- Increased knowledge sharing that benefits Cisco customers with new products and support services

“Cisco’s infrastructure has benefited from increased availability and stability, which yields real business value.”

Guillermo Diaz, Vice President of Technical Services, Cisco IT

In 2004, Cisco® acquired a services organization now known as the Cisco Remote Operations Services (ROS) organization. This organization provides its global clients with Cisco Remote Management Services (Cisco RMS) for foundation network technologies, core routing, Cisco Unified Communications, network security, and Cisco TelePresence™ products.

Cisco IT staff are most effective when they can focus on strategic activities. These activities include designing next-generation wireless technologies, network admission control, and security. Previously, an employee’s time available for these activities was eroded by unrelenting monitoring and management tasks for the company’s 10,000 network devices. For example, IT staff would take turns being

on call 24 hours a day to respond to events such as voice circuit outages.

Cisco IT decided to out-task these contextual activities for the Cisco global LANs and WAN to Cisco ROS, which has a core competency of running a 24-hour network operations center on a Cisco infrastructure.

By out-tasking contextual activities to a trusted provider, Cisco IT has gained more time for activities that will create operational efficiencies or competitive advantage. Relieved of tasks such as responding to outages on voice circuits and installing operating system patches, Cisco engineers have more time and energy to devote to strategic new applications.

Cisco ROS can quickly identify and resolve global network problems, which increases network availability. Responding to network problems is a core competency of the Cisco ROS team, and their global monitoring operation enables proactive problem resolution. As one example, after detecting a problem with a particular router hardware and software combination in one country, Cisco ROS can take action in other geographic regions before the problem even surfaces.

Cisco customers benefit from the early experience the Cisco ROS team gains with new Cisco technologies. For example, from the first day that Cisco deployed Cisco TelePresence systems internally, Cisco ROS assumed selected responsibilities for monitoring and management, following best practices developed jointly by the Cisco IT and Cisco ROS teams.

By learning more about Cisco IT’s experience, Cisco customers can better consider out-tasking network monitoring and management to the same organization that Cisco trusts with its own network.

Case Study: http://www.cisco.com/web/about/ciscoit/work/case_study.html

FOR MORE INFORMATION

To read the entire case study or for additional Cisco IT case studies on a variety of business solutions, visit Cisco on Cisco: Inside Cisco IT www.cisco.com/go/ciscoit

NOTE

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