

Agricultural business deploys business enabler

AFGRI accommodates user and customer demand and organisational growth with a greenfield infrastructure at their new head office

Customer Name: AFGRI

Industry: Agriculture

Location: Gauteng, South Africa

Number of Employees: 4500

Business Impact

- Standardised infrastructure reduces IT support
- Call management flexibility improves customer services
- Mobility increases employee efficiency and availability
- Converged network has an opportunity to cut telco costs



Case Study

Business Challenge

As a transforming force in the business of agriculture, AFGRI offers a wide range of services, skills and expertise. Focusing on product development and specialised services, AFGRI Operations prides itself on its integrated approach to market needs, with the customer's profitability a priority.

AFGRI has many small branch offices located across the country, which makes it difficult to manage and control telecommunications and IT support and maintenance costs. These locations are often in very remote areas, where low bandwidth and limited communications are available. Travel for meetings between branch managers also implies travel and accommodation costs.

AFGRI's infrastructure consisted of separate voice and data networks with no video capabilities. Voice recordings of critical customer transactions are also difficult across the mixture of TDM voice solutions and separate data networks implemented at the various branches.

AFGRI's relocation of their head office provided an ideal opportunity to standardise on Cisco best-of-breed products. They required a single, integrated technology set which would be implemented at their greenfield site to allow for mobility and manageability across all sites.

Solution and Results

As a result of the new infrastructure, the requirement for IT support is dramatically reduced as AFGRI has standardised their IT infrastructure on Cisco technologies. AFGRI selected a 10-Gigabit Cisco LAN to provide a redundant backbone. Further extending the capability of the LAN is a wireless installation, which will allow not only roaming data users, but also accurate voice and wireless location information.

AFGRI has also upgraded their existing infrastructure with Cisco Unified Communications Manager 8.0 with dual call managers located in two separate data centres. AFGRI now boasts with greater call management flexibility. They can now choose to receive all calls at a central point and route them out to various departments or route calls directly to a specific location. This is particularly useful in case of failures, because calls can be re-routed via a different location using the Cisco network.

Additionally, AFGRI's business relies on staff being mobile, and features like extension mobility enable staff to move around and remain available wherever they are located. There is also an opportunity for AFGRI to cut telco costs, as they are planning to allow for inter-office calling over a VoIP network for all their branch offices.



"AFGRI has a mixed vendor product and services environment. The new infrastructure needed to cater for mobility, as well as for our dynamic and ever-changing environment. We needed an infrastructure where the minimum amount of integration is required between devices for quicker and simpler deployment and easier end user and client support. Cisco fulfilled in our requirements."

Morné De Klerk

Group IT Operations and Security Manager, AFGRI

Call to Action

To find out more about:

Cisco Unified Communications solutions, please go [here](#)

Cisco Security solutions, please go [here](#)

Cisco Wireless solutions, please go [here](#)

AFGRI, please go [here](#)