



## Global IT Firm Meets Growth Head-On with Network Automation

### KPIT Technologies

Size: More than 10,000 employees

Industry: Information technology

Location: India with global operations

### Solutions

- Accelerating business growth and new services while reducing time-to-market with Cisco® Digital Network Architecture
- Turning the network into a security sensor and enforcer by integrating Cisco Stealthwatch and Identity Services Engine
- Understanding staff and visitors needs better with Cisco Connected Mobile Experiences
- Automating IT operations with Cisco Application Policy Infrastructure Controller Enterprise Module

### Results

- KPIT has intercepted 68 percent more IT threats over the last five months, uncovering previously unseen risks through deeper traffic-flow insights
- Network automation is reducing device configuration from days to hours, releasing IT resources for business innovation
- Improved on-site experience is making everyone happier and more efficient in the fully digital environment

### Getting First Mover Advantage in a High-Growth Market

The Indian IT and services industry is set to more than double its revenue to touch \$350 billion (around £270 billion) by 2025. This explosive growth is fuelled by the Digital India program, the government's vision to transform India into a digitally empowered society and knowledge economy. To grab this chance, IT firms have to reposition themselves.

Headquartered in Pune, India, KPIT is a leading global expert in IT consulting and engineering solutions and services. The company's challenge was to keep pace with rapid growth while driving exciting new endeavours, like opening new, 100-percent-wireless offices.

"We wanted to increase IT efficiency and improve the workforce experience with analytics, automation and security", says Mandar Marulkar, Vice President and CIO, KPIT Technologies. This strategy also keeps the business at the forefront of digitisation and confirm its credentials for major opportunities like the Digital India program.

A key enabler was to turn the spotlight onto network design, allowing offices to maintain secure, reliable and relevant access for employees and guests.

"Cisco DNA is embedded throughout, from the data centre to the mobile device", Marulkar adds. "We're using network insight to solve problems before they impact the business".

### Using the Network as a Sensor and Enforcer

With Netflow, an intrinsic element of Cisco® Digital Network Architecture (DNA) security, KPIT has complete visibility into traffic flow across and within its buildings. That allows for more rapid identification and remediation of security hazards. This pool of rich threat intelligence senses and uncovers previously unseen threats using advanced network analytics.

Cisco Identity Services Engine (ISE) and Stealthwatch give KPIT deep knowledge on each traffic flow.

"Cisco DNA Security solutions take us beyond mere IP addresses", Marulkar says. "The IT team now has immediate insight of who, what, when, where, how and why for each flow. This adds context to insure the right people are accessing the right information".

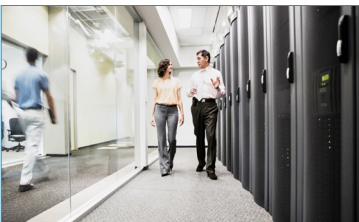
With Cisco Digital Network Architecture, KPIT is:



Embedding cybersecurity in the network fabric



Automating to maintain the pace of business growth



Improving the onsite experience for staff and visitors

Going even further, KPIT has leveraged ISE and enforced consistent security policy with Cisco TrustSec for software-defined segmentation across the network. That reduces the overall attack surface by preventing the movement of threats across the network, and reduces the time needed to isolate them. This automation has helped mitigate the risk of human errors and handed valuable time back to the IT team for further innovation.

KPIT can also monitor traffic flows between virtual machines and applications. And, with the addition of Cisco firewalls, it's able to detect and block more security breaches. Over the last five months KPIT has intercepted 68 percent more IT threats.

### Speeding and Simplifying Business Expansion

Next, KPIT automated network service delivery by implementing the second of the DNA pillars, the Cisco Application Policy Infrastructure Controller Enterprise Module (APIC-EM). Now, the company's IT team can do more, without increasing headcount, to meet business growth head-on.

With APIC-EM's plug-and-play, potential errors from manual configuration have been eliminated and provisioning times reduced. Cisco wireless controllers, enterprise routers and switches, along with ACI data centre switches, are auto-provisioned without human intervention.

Once deployed, KPIT leverages the APIC-EM EasyQoS feature to automatically prioritise different applications' flow across the entire network. There is no more need to manually ping each device to adjust priority flows. Automated setting of application traffic priorities – like guaranteeing voice or video quality – makes it easier to meet business objectives globally.

KPIT IT used network automation to deploy and configure multiple Cisco Catalyst® switch families at the new Mahape facility. With APIC-EM, the process has been significantly improved. Earlier, such deployments used to take two to three days; now, IT completes the deployment is completed within an hour's time.

"Using Cisco network automation, our IT is easily keeping up with the pace of business expansion," says Marulkar, "Our facility deployment has gone from days to hours."

### Creating New Digital Workforce Experiences

The bold KPIT office design has no fixed phone lines. It's completely wireless, enabling people to work from mobile devices and move freely around the building.

No longer tied to desks staring at PCs, colleagues spend more time collaborating on projects and having richer interactions. This transformation has cut infrastructure and cabling costs, while creating further possibilities for innovation

Smart analytics are making it easier to improve the onsite experience for employees and visitors.

KPIT employs over 10,000 people. Simple everyday activities like going to lunch could lead to traffic jams. The restaurants got very busy and employees often had to queue to get served, and then wait for a table.

The KPIT IT team got creative and used Cisco Connected Mobile Experiences (CMX) to monitor cafeteria lines. Because CMX uses the wireless infrastructure to gather intelligence and analyse things like dwell times and traffic flow, movement patterns are monitored. Automatic text messages are sent to advise people of wait times.

*“Our own IT is driving innovative ways to improve the workforce experience while increasing operational efficiency. If we can do this for ourselves, imagine what we can do for our customers.”*

Mandar Marulkar  
Vice President and CIO  
KPIT Technologies

Those people on lunch no longer waste time in long lines; they can plan their breaks better and make their lunchtime more fruitful.

“Location-based services and smart analytics like CMX have so many creative uses within our organisation”, says Marulkar. “It’s not just about the business. It’s about improving the workforce experience as well”.

KPIT is exploring new use cases for Connected Mobile Experiences, including occupancy data for improved safety and security management and efficient allocation of hot desks, and for helping staff navigate to the nearest available meeting room.

### For more information

To find out more about the Cisco solutions featured in this case study, visit:

[www.cisco.com/go/customerstories](http://www.cisco.com/go/customerstories)

[www.cisco.com/go/dna](http://www.cisco.com/go/dna)

### Products and Services

#### Data Centre

- Cisco Nexus® 9000 Series Switches enabled for ACI

#### Data Centre

- Cisco Application Policy Infrastructure Controller Enterprise Module (APIC-EM)

#### Security

- Cisco Stealthwatch
- Cisco Identity Services Engine
- Cisco Firewalls

#### Wireless

- Cisco Aironet Series Access Points
- Cisco Series Wireless Controllers
- Cisco Connected Mobile Experiences

#### Routing And Switching

- Cisco Catalyst 3650, 3850 and 4500 Series Switches



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