

Itron Builds a Smarter Infrastructure with Cisco Smart Call Home

Cisco® SMARTnet® Service with Smart Call Home capability provides real-time device diagnostics, alerts, and remediation to help ensure network uptime.

Itron Inc. is the world's leading provider of intelligent metering, data collection, and utility software solutions to the global energy and water industries. The company provides solutions based on machine-to-machine (M2M) automation and intelligence to utility companies worldwide, using a smart grid architecture to optimize the delivery and use of energy and water. To meet its expanding distributed data center requirements, Itron activated the Cisco Smart Call Home application, which captures proactive diagnostics on its Cisco Catalyst® 6500 Series LAN switches located around the world. If a network device issue should occur, Cisco Smart Call Home automatically diagnoses the problem at the device, opens a service request at Cisco, and sends knowledge-based remediation advice to Itron's engineers and Cisco technical support staff, who can immediately act on the problem.

Smart Call Home supports a range of Cisco routers, switches, storage, security, and data center network devices. This proactive service capability is included with Cisco SMARTnet Service, SP Base, Unified Computing Support Service, or Mission-Critical Support Service contracts for the designated products.

The benefits of Smart Call Home have allowed Itron to better serve its customers by dealing with potential network incidents proactively, before business is affected. Operational efficiency has increased, helping Itron do more with the same IT infrastructure. Cisco's vision for Smart Call Home aligns with that of Itron: both are integrating network intelligence into their products, providing automated monitoring and proactive reporting, which allow for smarter management and greater efficiency. Read the full [Itron](#) story on the Cisco [SMARTnet](#) webpage.

For more information, see the list of [Smart Call Home](#) supported devices planned for mid 2010 that will expand our enterprise and data center support.