

CISCO AUTOMATES SERVICES LIFECYCLE MANAGEMENT ENTERPRISE-WIDE WITH EMAN

Service delivery improves, operations support system costs drop dramatically

Cisco IT provides a variety of services—from voicemail to network performance monitoring—to company business units. Its charter is to maximize availability, minimize operations support system (OSS) costs, and improve agility by rapidly delivering business solutions. The group manages thousands of applications on hundreds of servers in five data centers. It supports 50,000+ Cisco employees and contractors at more than 300 global sites through a massive wide area network (WAN) and campus local area networks (LANs) composed of thousands of routers and switches.

Business Benefits

- Better service quality
- Improved support scalability
- Faster, easier provisioning of converged network services

“EMAN helps Cisco IT meet its goal as a service provider to internal clients by making it possible to automate ordering and provisioning. This set of network tools and a centralized database allow us to quickly create and deploy new services.”
-- Alan Conley, Cisco Distinguished Engineer

This mission presents significant challenges, which Cisco IT initially met by assigning network engineers to manage individual service processes manually. As the company grew and the complexity of the network increased, Cisco IT began to develop the first of several hundred tools to automate these processes and address challenges around network performance monitoring and inventory management, service provisioning, reporting, and operations automation.

Enterprise Management (EMAN), the name given to this integrated tool suite, has enabled Cisco IT to rapidly and efficiently provide services to internal customers. IT can now easily create new services and enhance older ones, roll them out quickly, and support employee self-service, while helping ensure network reliability and availability.

A single system of record improves service quality. An EMAN process assigns all IP addresses and telephone numbers, eliminating duplication of effort, mistakes, and delays in service delivery.

Simplified provisioning through a common interface makes it significantly easier to deliver converged network services. When a new employee joins the company, for example, IT provisions all services—from voicemail through IP telephony—through a single ticket, which speeds delivery, reduces paperwork, and enables support personnel to efficiently support many services.

Cisco EMAN boosts service delivery efficiency, reduces costs, and helps to improve employee productivity.

Case Study: http://www.cisco.com/web/about/ciscoitatwork/case_studies.html

For additional Cisco IT case studies on a variety of business solutions,
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Note:

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