



Remote Access Network Management

How Cisco IT Uses Network
Management Products to
Improve Teleworker Solution
Scalability



A Cisco on Cisco Case Study: Inside Cisco IT

Overview

- Challenge

 - Scale provisioning and ongoing management

- Solution

 - Use Cisco IP Solution Center and Cisco CNS Configuration Engine to automate provisioning and simplify management

- Results

 - Sustainable global deployment and support model

- Next Steps

 - Enhance provisioning and management capabilities

Challenge: Provisioning and Management

- Many Cisco employees have a need to work from home on a full-time, part-time, or occasional basis
- Cisco rolled out Cisco Virtual Office to provide enhanced remote connectivity in 2004
- Solution presented challenges
- Labor-intensive provisioning process had to be automated
- Management of potentially thousands of network elements located remotely in peoples' homes had to be simplified

Solution: Cisco ISC and Configuration Engine

- Two technologies play a key role in enabling automated provisioning of Cisco Virtual Office routers—referred to as Zero Touch Deployment—and ongoing configuration management of those devices
- Cisco ISC provides automated resource management and rapid profile-based provisioning for fast deployment
 - Zero-Touch Deployment virtually eliminates technical support at deployment
 - Cisco ISC generates and maintains router configurations and policies
- Cisco CNS Configuration Engine works in conjunction with ISC, downloading configuration and policy information to remote routers

Results: Sustainable Global Deployment & Support Model

- Sustainable global deployment and support model
- Global management capabilities that ensure reliability, availability, and security
- Fast, cost-effective provisioning and ongoing management of Cisco 800 Series routers

Next Steps: Enhanced capabilities

- Add support for templates on the Configuration Engine to allow Cisco Virtual Office management to perform scheduled, rapid, and triggered deployments
- In the future, EMAN will increasingly rely upon the CNS Configuration Engine to do more of the configuration management tasks currently performed by legacy tools

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