

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

Zero-touch deployment and configuration management create a sustainable global deployment and support model.

BUSINESS BENEFITS

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

“Because of zero-touch deployment enabled by Cisco IP Solution Center and the Cisco CNS Configuration Engine, Cisco can continue to expand Cisco Virtual Office to more and more users”

– **Plamen Nedeltchev, Cisco Cisco Virtual Office Architect Operations**

Many Cisco® employees have a need to work from home on a full-time, part-time, or occasional basis. In 2004, Cisco Systems® rolled out the Cisco Virtual Office solution (formerly known as Enterprise-Class Teleworker) to provide enhanced remote connectivity.

There were some challenges associated with achieving the goals of Cisco Virtual Office. The labor-intensive provisioning process had to be automated, and the management of potentially thousands of new network elements located remotely in peoples’ homes had to be simplified.

Automating the Cisco Virtual Office configuration and deployment process required integrating several technologies, products, and platforms. Two of these, Cisco IP Solution Center and the Cisco CNS Configuration Engine, play a pivotal role in enabling automated provisioning of Cisco Virtual Office routers—referred to as “zero-touch” deployment—and ongoing configuration management of those devices.

As of February 2006, Cisco Virtual Office supports more than 4000 users. Cisco IP Solution Center is a family of intelligent element management applications that help reduce overall administration and management costs by providing automated resource management and rapid profile-based provisioning capabilities that facilitate fast deployment. Cisco CNS Configuration Engine works in conjunction with IP Solution Center, downloading configuration and policy information to remote routers. From an ongoing management perspective, Cisco IP Solution Center is used specifically within Cisco Virtual Office to generate and maintain router configurations and policies, while the Cisco CNS Configuration Engine downloads the configuration and policy information to the remote router.

Easy provisioning, easy management. The Cisco IT project team had an ambitious goal of creating a sustainable global deployment and support model capable of meeting the needs of teleworkers around the world through Cisco Virtual Office. Perhaps the biggest challenge of this project was streamlining deployment and ongoing management.

More than 4000 Cisco employees currently use Cisco Virtual Office, and the number of new users is growing. Because of zero-touch deployment enabled by Cisco IP Solution Center and the Cisco CNS Configuration Engine, Cisco can continue to expand Cisco Virtual Office to more and more users.

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

FOR MORE INFORMATION

To read the entire case study or for additional Cisco IT case studies on a variety of business solutions, visit Cisco on Cisco: Inside Cisco IT www.cisco.com/go/ciscoit

NOTE

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