

How Cisco IT in India Overcame Regulatory Constraints to Build an Enterprise Network

Reliable, cost-effective, high-performance network improves communications among employees and partners.

BUSINESS BENEFITS

- Improved reliability
- Lower operating costs
- Higher performance

“From the earliest days of Cisco’s presence in India, it has been our policy to work closely and amicably with regulatory authorities to create a reliable, cost-effective, high-performance network that enables Cisco employees and partners to perform their jobs productively.”

– Balaji V, manager, Cisco IT APAC Network Operations

To serve its growing operations in India, Cisco Systems® built a communications infrastructure serving nearly 4500 users nationwide. Unlike most other major Cisco locations, however, regulatory constraints hindered the deployment of many aspects of the current network. Cisco IT had to work closely with regulators and service providers in India over several years to gain reasonable relief from these restrictions.

The newness of telecommunications reform in India, the opening up of the market to competition, and the lingering domination of the incumbent service provider had created an environment that slowed the adoption and deployment of networking technology.

The challenge for Cisco IT was to press regulators and service providers in order to gain relief from restrictions in a manner acceptable to the local regulatory body and those providers.

Between 2000 and 2005, Cisco India IT worked with regulators to gain approval for services in seven different technology areas: closed user group, remote-access service, local Internet gateway, wireless LAN, VPN concentrator, service provider redundancy, and softphone remote access.

The Cisco India network today is reliable, efficient, and cost-effective. It provides connectivity between Cisco and partners, supports high performance Internet access and remote access VPN connectivity for employees and partners working from home, as well as convenient and flexible wireless access in the office. The resulting network maximizes communication between Cisco employees and partners.

Although difficult at times, applying for and receiving regulatory approvals from telecommunications regulators was well worth the time and effort spent. Cisco India IT continues to have a close working relationship with regulators in India.

The current infrastructure improves reliability, reduces costs, and increases performance.

Case Study: http://www.cisco.com/web/about/ciscoitatwork/case_studies/routing_dl9.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

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