



ERP Technical Support

How Cisco IT Migrated to an ERP Technical Support Module



A Cisco on Cisco Case Study: Inside Cisco IT

Overview

- Challenge:

Service management and logistics software had become a 'burning platform' with end-of-life, customized software

- Solution:

Evaluate and select new solutions and migration plan

- Results

Oracle 11i tools and Selectica configuration tool phased in gradually to mitigate risks and maximize user acceptance

- Next Steps

Continue to address user concerns and requested functionality/features by working with vendors and avoiding customizations

Challenge: Entrenched Technical Users

- Years of customizations:

Service engineers liked the built-in functions; while out of date, the features were familiar and comfortable for the users

- End of life – no support or upgrades:

The platforms had not been upgraded in years; no vendor support available

- Looming disaster:

The platforms were in danger of crumbling; any outage would result in costly penalties for unmet service level agreements

Solution: Replacement of Key Applications

- User-driven requirement definitions:

Representatives from each of the service organizations worked with IT to define the user and IT needs

- Multiple vendors evaluated:

Leading solutions were extensively evaluated from five vendors

- Oracle 11i tools selected:

In extensive testing and evaluation cycles, the Oracle 11i call center and service management applications came out ahead; the applications would also provide maximum cross-functional integration since manufacturing and finance platforms were also upgrading to Oracle 11i

Results: A Phased-In Approach

- 'Sand box' phase:

Before introducing the new software to the user base, an evaluation and proof of concept phase let representatives from the different user groups exercise the software; deployment and training plans were adapted based on results from this phase
- Metered functionality:

Each month, new features were activated and call center traffic was gradually redirected (first email requests; then phone calls; finally the high-volume web traffic)
- End user involvement:

User involvement throughout every phase and internal advocates ensured eventual user acceptance

Next Steps: More Enhancements

- Maintaining supportability:

The service organization has adopted a “no customization” approach to maintain supportability and ensure compatibility with future upgrades and enhancements

- Compensation for lost functionality:

Working with the supplying vendors, engineers are providing feedback and requests for future enhancements

- Emerging solutions:

With a standard, open software platform in place, the team can evaluate emerging solutions for potential adoption in the future

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

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CISCO



Americas Headquarters

Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134-1706
USA
www.cisco.com
Tel: 408 526-4000
800 553-NETS (6387)
Fax: 408 527-0883


Asia Pacific Headquarters

Cisco Systems, Inc.
168 Robinson Road
#28-01 Capital Tower
Singapore 068912
www.cisco.com
Tel: +65 6317 7777
Fax: +65 6317 7799

Europe Headquarters

Cisco Systems International BV
Haarlerbergpark
Haarlerbergweg 13-19
1101 CH Amsterdam
The Netherlands
www-europe.cisco.com
Tel: +31 0 800 020 0791
Fax: +31 0 20 357 1100

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