

How Cisco Upgraded to Next-Generation Guest Networking

New Cisco guest architecture supports more than 350,000 sessions annually.

Since 2004, sponsored visitors to any of Cisco's 440 global offices have enjoyed wired and wireless Internet

BUSINESS BENEFITS

- Improved reliability
- Increased scalability
- Reduced IT support costs by an expected 15 to 20 percent
- Improved user satisfaction

"Guest access evolved into a business critical tool. We needed an enterprise-class solution."

Oisin Mac Alasdair, Member of the Technical Staff, Cisco

access. Any Cisco employee can sponsor a guest by visiting an internal web portal and entering the guest's name and the dates and times that access is allowed. The portal generates a unique guest access account that guests are prompted to enter when they launch their browser.

Usage of the Cisco guest network quickly exceeded expectations, growing 150 percent year over year. Guest access had evolved from a convenience to a highly visible service used by visiting executives and for customer training. The underlying infrastructure did not support the high service-level agreement now needed.

Reliability has improved dramatically. The new guest access solution is managing an average of more than 7000 authenticated connections weekly, with a cumulative connection time of 18,000 hours. Since deploying the new architecture, Cisco IT has opened no Priority 2 cases for guest access.

IT support costs have decreased. In Cisco's fiscal year 2007 (12 months ending July 28, 2007), before Cisco introduced the next-generation guest network, Cisco IT handled 991 support cases related to guest networking, or one case for every 221 sessions. Support costs were US\$174,000 annually: \$160,000 for one full-time employee responsible for Tier 2/3 support plus \$15 per case paid to the Global Technical Response Center. Now Cisco IT expects support costs to decrease by 15 to 20 percent.

User satisfaction has increased. Cisco employees like the intuitive provisioning interface in the Cisco Network Admission Control (NAC) Guest Server, one of the new solution components. They can use it without assistance, which makes it a scalable and popular solution. During the first four weeks of the service, more than 9000 Cisco employees, almost 20 percent of Cisco's workforce, sponsored a guest at least once.

FOR MORE INFORMATION

To read the entire case study or 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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