Managed Enterprise Networks

Overview

Managed Enterprise Networks operates all segments of the customer’s network, including campus, branch, data center edge, and connectivity to the cloud. Industry-leading automation, orchestration, and assurance provide predictive network analysis and rapid resolution, while improving network and infrastructure management efficiency. Exceptional network visibility, stability, and end-user satisfaction help organizations boost productivity, make better, faster decisions, and enhance business agility.

Technologies

• LAN/WAN
• Meraki®
• Wireless
• SD-WAN
• Cisco® DNA Center
• Optical
• IoT
• Security
• Network Virtualization

Benefits

• Single point of contact for Cisco and third party technologies reduces complexity
• Carrier management with Letter of Agency simplifies vendor management, enabling faster resolution of incidents
• Expert managed operations increases security, service quality, availability, reliability, and compliance
• ITIL principles and Cisco best practices help ensure a consistent experience for employees and customers
• On-demand reporting enables better business decisions
• Smart Bonding makes it easier to report issues and open service requests

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Why Cisco

• Cisco is the world leader in network security, virtualization, cloud computing, routers, switches, WLAN, and other advanced networking solutions and technologies
• Intellectual capital and automation capabilities developed based on over 30 years of experience in networking
• Faster incident resolution and RMA processing with direct access to Cisco Technical Assistance Center (TAC) and business units
• Industry-leading SLAs with up to 99.999% availability
• Over 90% of incidents are detected and resolved proactively
• 97% positive customer satisfaction rating

Customer success story

Large retail

Customer challenges

• Replace aging network system experiencing lengthy outages
• Partner with a single, industry-leading service provider to deliver an integrated solution to reduce complexity
• Enhance network insight to improve operational and financial efficiency

Cisco Services solution

• New network platform supporting 90,000 network, wireless and third-party devices, and 30,000 access points across 2200 stores
• Migrated legacy branch network to a virtualized SD-WAN solution

Business outcomes

• Stabilized network, significantly reduced outages, and improved network insight, uptime, and mean time to restore by 51%
• Single service provider reduced complexity

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Next steps

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