



# Automated Service Delivery prepares provider for the future

Tieto deploys Cisco ACI platform for fast, customized service integration and delivery.

**“Cisco ACI provides a foundation that we can build on to channel innovation into new services. We’ll be able to quickly and efficiently deliver basic connectivity services while building a new connectivity ecosystem between our customers, their other partners, and Tieto. We’re very excited about the future.”**

**Juha Syrjänen**

Head of Connectivity Services Business, Tieto

## **Customer Name: Tieto Oyj**

- Industry: IT Services
- Location: Espoo, Finland
- Number of Employees: 14,000



## Business Challenge

- Required modern, faster services provisioning
- Sought to increase operational efficiency
- Wanted to improve the customer experience with versatile cloud service offering



## Network Solution

- Deployed its first Software Defined Network (SDN) infrastructure—a platform for SDN future
- Simplified future service delivery with policy-driven capabilities



## Business Results

- Increased productivity by automating configuration and accelerating deployment
- Enhanced innovation with ability to automate many more processes with application visibility

## Business Challenge

Tieto is a leading Nordic software and services company focused on innovation—internally and with customers. Innovation spans application services, business application platforms, business processes, DevOps, end user services, infrastructure, and product development. Through innovation, Tieto software and services help customers capture new opportunities and simplify everyday life for millions of people.

The company is growing steadily and plans to continue fueling growth through new services and capabilities. Part of Tieto’s growth strategy is to shift from providing basic services to also delivering an outstanding experience for its customers. That means being able to deliver services quickly and making it possible to build anything on the application level that a customer wants—without being hindered by the underlying physical infrastructure.

It has been challenging to achieve those goals. Members of the team have been accustomed to manually deploying, configuring, and changing infrastructure. Manual processes take time, and they also introduce a higher risk of human error and inconsistencies. To help reduce error and accelerate delivery, Tieto is investing in Software Defined Networking (SDN) technologies.

“We’re building an infrastructure that will be less visible to our customers and always available,” said Juha Syrjänen, Head of Connectivity Services Business at Tieto. “At the same time, we want to maximize our team’s efficiency and

productivity, so that we can easily launch and deploy new services on demand.”

## Network Solution

The Tieto team explored several potential SDN solutions and conducted head-to-head comparisons. They chose Cisco Application Centric Infrastructure (ACI), because it met all of Tieto’s technical requirements, implementation goals, and projected business benefits.

“We have had a long experience with Cisco products and services,” said Jyrki Halonen, Lead Service Architect at Tieto. “The Cisco team helped us fine-tune our SDN plan to deploy the solution as quickly as possible.”

The Cisco ACI™ solution, with its industry-leading software-defined networking (SDN) capabilities, provides a holistic architecture with centralized automation and policy-driven application profiles. ACI delivers software flexibility with the scalability of hardware performance.

Tieto deployed Cisco ACI as a Layer 2 fabric in six data centers in three countries. With Cisco Services, they deployed the Cisco ACI infrastructure in just six months. Using the Cisco ACI unified policy model, the team enforces policy through endpoint groups (EPG), a collection of network endpoints that includes a wide range of entities, including bare-metal servers, virtual machines, and containers. Tieto is looking forward to begin using additional Cisco ACI capabilities to provide the best possible connectivity solutions for its future service delivery infrastructure.

## Business Results

“We’re looking to Cisco ACI to support growth while enabling us to deliver customized services, faster,” said Syrjänen. “Already, standard templates have significantly accelerated configuration, and we’re just scratching the surface of what is possible.”

Design, planning, and implementing new service models takes a good deal of time. Tieto’s roadmap includes automating additional processes to save time, increase efficiency, and gain centralized visibility into the infrastructure through real-time application health monitoring. Automating connectivity services will also make change requests more systematic. Automating new service models will ultimately enable Tieto to maximize customer satisfaction.

“Cisco ACI provides a foundation that we can build on to channel innovation into new services,” said Syrjänen. “We’ll be able to quickly and efficiently deliver basic connectivity services while building a new connectivity ecosystem between our customers, their other partners, and Tieto. We’re very excited about the future.”

## For more information

To find out more about Cisco ACI, visit [www.cisco.com/go/aci](http://www.cisco.com/go/aci), [www.cisco.com/go/customerstories](http://www.cisco.com/go/customerstories), and [www.cisco.com/c/en/us/solutions/data-center/aci-ecosystem/index.html](http://www.cisco.com/c/en/us/solutions/data-center/aci-ecosystem/index.html).

## Product List

### Data Center

- Cisco Application Centric Infrastructure (ACI)
- Cisco Application Policy Infrastructure Controller (APIC)
- Cisco Nexus 9000 Series Switches enabled for ACI
- Cisco Network Services Orchestrator (NSO)
- Cisco UCS Director
- Cisco Adaptive Security Appliance (ASA)
- Cisco ACI Ecosystem Partner – ServiceNow