How Cisco IT Optimizes Network to Support Operational

The Network Optimization Service saves time every week for Cisco IT and helps to balance innovation with operational excellence.

BUSINESS BENEFITS
• Provides software recommendations, saving testing time
• Helps scale the implementation model
• Saves hundreds of man hours monthly on device inventory
• Reduces time to certify certain fixes by 50 percent
• Provides a trusted advisor

"Our operational metrics are the highest they have ever been and we're enabling more innovative project endeavors than ever before. The Network Optimization Service has helped us balance operational excellence and innovation."

Craig Williams, Director of IS, Cisco

The Cisco Network Optimization Service helps organizations optimize their network infrastructure to support business objectives such as improving collaboration and accelerating time to market. Previously, Cisco IT had to devote significant resources to ensuring that the network delivered the needed availability and performance. Activities included certifying new switch and router hardware and software, evaluating different design approaches, and conducting monthly inventory. The IT department wanted a trusted advisor to provide operational oversight so that it could focus on business transformation.

Cisco engaged Cisco Services to deliver the Network Optimization Service. A team of professionals continually optimizes the Cisco network to provide the availability and performance needed to meet business objectives.

Cisco experiences ongoing ROI by saving time on network optimization and troubleshooting activities. For example, the Network Optimization Service team uses an automated network discovery and inventory tool to provide a monthly detailed network inventory that includes modules. This saves hundreds of man hours each month for Cisco IT.

The Network Optimization Service team also provides ongoing support to recommend Cisco IOS Software versions best suited for Cisco's environment. By proactively notifying Cisco IT of potential issues, the service reduces false starts, saving more than 50 hours a month.

The service helps to avoid downtime. When high-priority issues occur, Cisco IT escalates them to the Cisco High-Touch Technical Support (HTTS) service, and involves Cisco Advanced Services in the discussions. After the immediate problem is solved, Cisco IT works with Network Optimization Service engineers to discover the root causes and help ensure it won't happen again.

When one issue occurred, finding and certifying the fix internally would have required four to five weeks because Cisco IT resources did were not able to work on it full time. The Network Optimization Service team completed the job in two weeks, potentially avoiding downtime by resolving the issue more quickly.

Cisco now has a trusted advisor to augment internal engineering staff. The team collaborates with Cisco IT in weekly meetings. Having a dedicated team provides continuity and a high comfort level.

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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