

How Cisco IT Outsourced Network Management Operations

Outsourcing contextual activities to trusted provider allows IT staff to focus on strategic projects.

BUSINESS BENEFITS

- Frees up Cisco IT to focus on strategic programs
- Improves responsiveness to network issues
- Enables global scalability

“The Cisco IT organization functions most effectively if we assign our talented resources to our core activities. For Cisco ROS, in contrast, Tier 2 network monitoring is a core activity. It is what they do best.”

– **Craig Williams, Director for Cisco Global Network Operations**

In 2004, Cisco® acquired a services organization now known as Cisco Remote Operations Services (ROS). Cisco ROS provides its global clients with remote management services for foundation technology, core routing, Cisco Unified Communications, network security, and Cisco TelePresence.

Cisco IT staff are most effective when they can focus on strategic activities. These activities include designing next-generation wireless technologies, network admission control, and security. Time available for these activities is eroded by unrelenting monitoring and management activities for the company’s 10,000 network devices. In Asia Pacific, for example, IT staff used to take turns being on call 24 hours a day to respond to events such as voice circuit outages.

Cisco IT decided to outsource contextual activities for the Cisco global LANs and global WAN to Cisco ROS, whose core competency is running a 24-hour network operations center on a Cisco infrastructure.

By outsourcing contextual activities to a trusted provider, Cisco IT has gained more time for activities that will create operational efficiencies or a competitive advantage for Cisco. Relieved of the need to respond to outages on voice circuits that connect field offices and install operating system patches, Cisco engineers have more time and energy to devote to strategic new applications.

Cisco ROS can quickly identify and resolve global network problems. Responding to network problems is the core competency for Cisco ROS. What is more, their global monitoring operation enables proactive problem resolution. For example, after detecting a problem with a particular router hardware and software combination in one country, Cisco ROS can take action in other geographic regions before the problem even surfaces.

Cisco customers benefit from the early experience that Cisco ROS gains with new Cisco technologies. Cisco ROS provides full operational management for IP telephony with Cisco partners in India. In addition, from the first day that Cisco deployed Cisco TelePresence, Cisco ROS assumed selected responsibilities for monitoring and management, following best practices that Cisco IT and Cisco ROS developed jointly.

Cisco customers can confidently outsource monitoring and management to the same organization that Cisco trusts with its own network.

Case Study: http://www.cisco.com/web/about/ciscoitwork/case_studies.html

FOR MORE INFORMATION

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 www.cisco.com/go/ciscoit

NOTE

This publication describes how Cisco has benefited from the deployment of its own products. Many factors may have contributed to the results and benefits described; Cisco does not guarantee comparable results elsewhere.

CISCO PROVIDES THIS PUBLICATION AS IS WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

Some jurisdictions do not allow disclaimer of express or implied warranties, therefore this disclaimer may not apply to you.



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

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at www.cisco.com/go/offices.

©2007 Cisco Systems, Inc. All rights reserved. CCVP, the Cisco logo, and the Cisco Square Bridge logo are trademarks of Cisco Systems, Inc.; Changing the Way We Work, Live, Play, and Learn is a service mark of Cisco Systems, Inc.; and Access Registrar, Aironet, BPX, Catalyst, CCDA, CCDP, CCIE, CCIP, CCNA, CCNP, CCSP, Cisco, the Cisco Certified Internetwork Expert logo, Cisco IOS, Cisco Press, Cisco Systems, Cisco Systems Capital, the Cisco Systems logo, Cisco Unity, Enterprise/Solver, EtherChannel, EtherFast, EtherSwitch, Fast Step, Follow Me Browsing, FormShare, GigaDrive, HomeLink, Internet Quotient, IOS, iPhone, IP/TV, iQ Expertise, the iQ logo, iQ Net Readiness Scorecard, iQuick Study, LightStream, Linksys, MeetingPlace, MGX, Networking Academy, Network Registrar, Packet, PIX, ProConnect, ScriptShare, SMARTnet, StackWise, The Fastest Way to Increase Your Internet Quotient, and TransPath are registered trademarks of Cisco Systems, Inc. and/or its affiliates in the United States and certain other countries.

All other trademarks mentioned in this document or Website are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (0705R)