



Making infrastructure updates to support future innovation

Build-out of new innovation infrastructure supports a transition to a service-delivery business model

“Cisco has provided results that exceeded expectations with their proactive proposals and support.”

Shigenori Endou

General Manager, Network Service Dept, SCSK Corporation

Executive Summary

- **Customer name:**
SCSK Corporation
- **Industry:**
Information Systems
Service industry
- **Location:**
Tokyo, Japan
- **Number of Employees:**
11,769

Business Challenge:

- Inadequate infrastructure for transition to service-delivery
- Potential delays in network service cloud-compatibility (virtualization)
- Need for comprehensive network management from data center to client endpoints

Network Solution:

- New infrastructure shortened service development from days to hours and reduced costs
- Service chaining environments avoid future vendor dependency
- Cisco® Advanced Services offers short deployment and internal training

Business Results:

- Planning development of on-demand network and security services
- Moving toward a platform that supports easy service development

Business challenge

“Building a prosperous future together” is the business motto of the SCSK Corporation. The company aims to provide a sense of satisfaction and safety for clients through the provision of complete business IT services, starting from system development, infrastructure construction, IT management, and outsourcing and extending to IT product sales. The company has several data centers within Tokyo as well as its suburbs, and its reliability has won plaudits with clients for its provision of facilities and cloud service infrastructure.

SCSK aims to promote a new business model, taking full advantage of its strengths as a product and service distributor. It will do so by shifting to a service provision business model as one of its basic strategies. As a part of this business plan, SCSK is developing its service infrastructure in consideration of the recent move to cloud environments. The company is attempting to raise its value to customers through provision of management services using orchestrated, organically unified data center facilities and network environments.

SCSK was aware that the network services it provided were not meeting client needs, and that there was a market gap. SCSK was also aware that it needed to put more effort into merits like agility, cost, and scalability, as well as end-to-end network management from data centers to client facilities. The team knew that resolving these issues would be vital.

“It is important that, in the future, network services are provided as solutions for resolving customer pain points,” said General Manager, Network Service Dept. Shigenori Endou. “Promoting innovation from a customer point of view was key. For that, we needed to think about what a service infrastructure would require, and thus decided to aim for a service chaining environment using network virtualization architecture.”

Network solution

“Traditionally, we primarily provided connectivity to data center networks, along with some security features like firewalls,” added IT project manager Masanori Maruta. “However, we considered this to be clearly insufficient for the future. We wanted to provide the functionality customers require as an on-demand service, and to create a platform for rapid development of new functionality.”

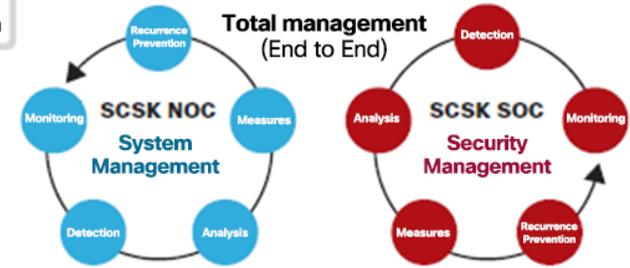
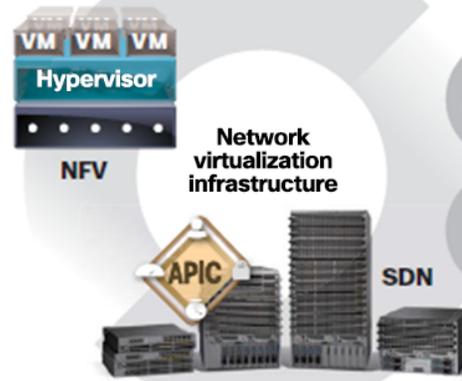
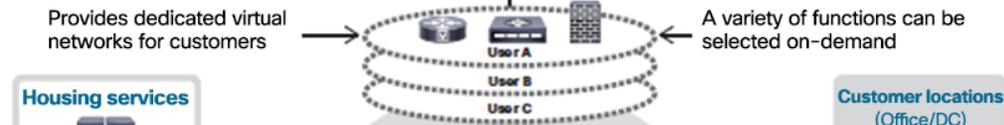
When considering various technologies and products for implementing this, the only candidate to clear all hurdles was Cisco® Application Centric Infrastructure (ACI). With ACI, the IT team could do everything they wanted when providing services, without being dependent on a specific product or vendor.

Cisco ACI can be paired flexibly with a variety of products and environments, and is capable of accommodating shifting market trends. It also

Rapid provision of desired network functionality at the time the customer desires

USiZE Virtual NW Services

Provides a flexible network environment that is compatible with multiple carrier communications services, as well as providing an internal backbone for cloud usage promotion. Customers use virtualized network and security features as desired, when desired. This contributes to customer IT investment optimization via usage of on-demand network resources.



USiZE
 "USiZE" is a constructed word that combines "U" and "SIZE" (scale) which indicate both "Utility" (public services), only pay for what you use and "You/Your" which refers to SCSK's utility computing service.

reduces development time and provision costs

Cisco ACI helps to enable operational automation and simplified build-outs by creating and applying application profiles. These profiles contain network functions and settings for multiple devices. Data center and network architecture can be changed in real time from an application usage perspective. This results in an agile IT infrastructure ideal for business expansions when paired with GUI-based unified operations management.

SCSK also aims to achieve total provisioning through its new service provision infrastructure. Cisco ACI is optimal in this regard as well.

According to Masahiko Oumi of the network service department, the company has already started customer-oriented service provision.

“We launched the new service when we deployed Cisco ACI, and have begun provision to customers,” Oumi said. “As initially predicted, we have completed the provision within a short period of time and without issues. This is a success story for the business model.”

Business results

SCSK has greatly reduced the time required for service development through the introduction of Cisco ACI. Development has gone from a few days to a few hours. The company has also managed to reduce the cost of service provision to clients by around 25 percent

through a decrease in initial work hours. Tomohiro Hirayama, also from the network service team, points out that these benefits are unique to Cisco ACI.

“It always took at least a few days to provide a new service in previous network environments,” Hirayama said. “We had to set up the devices physically, do the build-out, connect the cables, and so forth. Cisco ACI has created a template for environment configuration. Allowing installation in the form of application profiles means that construction can be completed without the need for any physical work. In an extreme case, it would be possible to complete it within five minutes from your own desk.”

This is a major change to the deployment process, and SCSK has seen its results in service expansion periods and costs.

SCSK used Cisco Advanced Services for the deployment of Cisco ACI. In addition to deployment of Cisco ACI, a technology only rarely used in Japan previously, SCSK also achieved its goals of completing new technology training and knowledge transfer.

From initial consulting to construction and operational support, Cisco engineers took on all issues in careful collaboration with the development department. The deployment was actually completed in three months. Even the escalation of construction issues went smoothly, contributing to the short introductory period.

Next steps

The new service infrastructure using Cisco ACI has been in operation for a few months now and is working well. In this deployment, both Cisco ACI and Cisco Advanced Services achieved stronger results than expected, and SCSK rated both highly. SCSK has future plans for the development of on-demand network services and security services making use of this infrastructure, and would like to develop this to be a platform that supports a service-delivery businesses model.

For More Information

For details on Cisco ACI, please see www.cisco.com/go/aci.

For details of Cisco Advanced Services, please see <http://www.cisco.com/c/en/us/services/overview.html>.

Product List

- Cisco Application Centric Infrastructure (ACI)
- Cisco Advanced Services