Xerox Corporation Enables Global Collaboration Leveraging a Borderless Network

Xerox depends on intelligent network architecture to enable real-time communication and key business applications for dynamic workforce.

**EXECUTIVE SUMMARY**

- **Customer Name:** Xerox Corporation
- **Industry:** Business process and document management
- **Location:** Norwalk, CT
- **Number of Employees:** 136,000 employees

**CHALLENGE**

- Maximize productivity and collaboration for a geographically dispersed, mobile workforce enabling employees to reach the people and resources they need anytime, anywhere, using their preferred devices.

**RESULTS**

- Intelligent switching and routing architecture enhances performance of advanced voice and video applications, while maximizing availability of critical business operations.

**SOLUTION**

- Highly available, end-to-end Cisco network infrastructure supports rich, real-time collaboration across the global enterprise.

**Challenge**

Xerox Corporation is a US$22 billion, leading global enterprise for business process and document management. Offering a broad portfolio of technology and services, Xerox provides advanced document technology, services, software, and other solutions for organizations of any size. Through its recent acquisition of Affiliated Computer Services (ACS), Xerox also delivers extensive business process outsourcing and IT services for commercial and government organizations worldwide.

Effective collaboration is critical for the 136,000 employees of Xerox. The company supports a highly dynamic workforce that serves clients in more than 160 countries. To help its employees stay productive regardless of location, Xerox is constantly refining and enhancing its IT infrastructure.

“We support a geographically dispersed, mobile workforce, and strive to enable our users to work anywhere, anytime, in any place,” says Paul Russello, vice president, Xerox Information Management Global Workplace and Infrastructure Services. “We have 2000 virtual office employees working at home in the U.S. Whether we are provisioning end users to work from their home, or support road warriors, we want to enable users to access the resources they need, on a timely basis.”

Russello and his team focus not just on improving network access, but on maximizing network services and applications to enable real-time collaboration across the company’s user base.

“It’s imperative that we closely manage our spending. Our Cisco network helps us meet the expectation that we reduce ongoing running costs each year, then either capture the savings or redirect those dollars to invest in new services.”

— Paul Russello, Vice President, Xerox Information Management, Global Workplace and Infrastructure Services

“The way people work changes our need for delivering access and bandwidth,” says Russello.

“Over time, as more applications leverage the network, the need for bandwidth increases. We need to better prioritize traffic across the network so that, whether it be a voice call or a video conference session, our end user enjoys a superior experience.”

To maintain its competitive leadership, maximize productivity, and speed innovation, Xerox required a comprehensive, highly available enterprise network solution that extended from the network core to end users around the world. The solution would have to be both flexible and intelligent to support the complete range of specific performance requirements for the company’s business and communication applications.
Results

Like most large organizations, Xerox has long recognized the value of using the network as the platform for key business applications and services. The organization is transitioning from its previous phone system to an IP communications solution that enables delivery of feature-rich voice services to its employees. The intelligence, high-performance, and traffic-prioritization capabilities of the company’s Cisco® network helped ensure a smooth migration to the technology.

“We have used Cisco solutions on the LAN switch and WAN router side for years, so voice services were a natural evolution in our network architecture,” says Russello. “Cisco switches and routers provide the bandwidth management technology, class of service support, and scalability that we needed to support our migration from traditional PBX phones to a voice over IP (VoIP) environment.”

Migrating its communications to an IP environment lets Xerox employees collaborate from anywhere with colleagues, partners, and customers, using voice and video conferencing applications, mobility services, and versatile messaging tools.

“We have deployed IP telephony on a global basis, with approximately 40,000 nodes,” says Russello. “We leverage Power over Ethernet (PoE) capabilities in our Cisco LAN switches to have just one Ethernet cable to the desk, for phones, laptops, and PCs.”

Xerox extends network connectivity throughout its organization, enabling users to take advantage of secure, rich communications services in the office, or moving around a campus environment.

“For employees who don’t require wired network connections, we are using Cisco wireless LAN (WLAN) access points,” says Russello. “We provide secure wireless connectivity in the majority of conference rooms in our facilities around the globe. And in buildings where we have an open floor plan, we are supporting wireless connectivity throughout the entire workspace.”

Xerox also uses its Cisco network to support core business processes, enabling everything from global supply chain applications and enterprise resource planning to accounting and finance, and other critical services. With its most important business operations running on the network, even a brief network outage could be catastrophic. To safeguard key business processes, Russello and his team applied a highly resilient network architecture that minimizes single points of failure.

“We built a high degree of redundancy and resilience into our critical data center sites, and the technology that is enabled by Cisco WAN solutions allows us to do that,” says Russello. “We implemented automatic failover mechanisms in the event a network disruption occurs. If we lose a primary link into a critical site, a different routing path is taken, and the user never even knows that a different path has been used.”

The advanced communication and high availability enabled by the Cisco network helps Xerox employees to be more productive wherever they are working. Running all of the company’s communications over a single IP network also helps the organization control costs associated with network administration, toll charges, and device moves, adds, and changes. These reduced operating expenses are critical for an organization that must constantly meet changing demands for growth and new IT services.

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Solution

At the heart of the Xerox infrastructure is a Cisco Borderless Network solution. Xerox developed a strategy to implement a highly-centralized data center architecture to simplify its operations and boost the efficiency and performance of key business applications.

“We used to have servers and client-server data centers scattered all around the globe,” says Russello. “Over time we have consolidated these resources into just a few primary data centers in the U.S. and in Europe. Improvements in the ability to use large amounts of data over the wire, as well as having all that compute capacity consolidated, and being able to move that efficiently around the data center, drove the increased efficiency.”

Cisco Catalyst® 6500 Series Switches, together with Cisco Nexus® Series Switches, provide a rich combination of scalability, operational continuity, and transport flexibility. Designed specifically for the demanding needs of large enterprise data centers, these multipurpose, multilayer switches can be deployed across a diverse set of traditional, virtualized, unified, and high-performance computing (HPC) environments.

“We are also considering eliminating tape in the data centers from a backup and recovery perspective, and are focusing more on moving data between data centers over the network, to facilitate more rapid recovery in the event of a disaster,” says Russello. “This high availability is enabled by the ability of our Cisco data center switches to move large amounts of data between sites, and across the WAN.”

To extend the network’s high performance and intelligence out to the user desktop, Xerox deployed Cisco Catalyst 3500 and 4500 Series Switches in the access layer of its user LANs. These next-generation switches deliver Fast Ethernet and Gigabit Ethernet connectivity with full borderless network services for enterprise and branch locations. Built-in enterprise-class features, including advanced hardware-based IP Unicast and IP Multicast routing, provide effective control and maximize the performance of demanding voice applications.

With its flexible Cisco Borderless network in place, Xerox is confident that it has chosen a technology partner that can meet its evolving needs for years to come.

“We appreciate that Cisco is the leader in the networking space, and its solutions deliver the features and functionality we need,” says Russello. “Its global support is also key for us. When you are running a global company, you need a vendor that can support you across all your geographies.”

For More Information

To learn more about the Cisco solution, visit www.cisco.com/go/xerox, or contact your authorized Cisco salesperson.