Network Optimization

Zones enables efficient contract management for a premier customer experience platform provider.

The client is a premier customer experience platform provider catering to mid-market organizations globally. A three-decadeold firm based in Florida, they design, build, and deliver digitally influenced customer journeys while improving efficiency and reducing costs. With over 200 clients, 25,000+ employees, and 30+ call centers across the U.S., Latin America, and the Philippines, the company leverages data-driven insights to recreate customer journeys and meet evolving customer expectations.

The client's network sprawl of over 5,000+ devices comprised of Cisco products as well as equipment purchased from unauthorized sources, which made it difficult to seamlessly integrate all devices under the Cisco SMARTnet contract. Zones partnered with the client and Cisco and came up with an agile approach to ensure high network compliance and security of network switches, routers, and firewalls, which resulted in tremendous cost savings for the client.

CHALLENGE

- Network capacity challenges owing to a large network spread of 5,000+ devices.
- Ineffective contract management due to the vagaries of the Cisco contract.
- Security and compliance risk of the network routers, switches, and firewalls.
- Inability to meet aggressive outage management timelines resulting in outage costs of about $250,000 per annum.

SOLUTION

- Zones established the Zones SMARTnet Asset Management license (ZSAM) to connect to the Cisco system via an API.
- ZSAM ensured coverage of all devices under SMARTnet contract, enhancing device monitoring according to Cisco policies and enabling timely service calls.
- Supported effective procurement planning with complete device information such as end-of-service dates.

RESULTS

- Reduction in overall costs by 50% with end-to-end device management.
- Improved network responsiveness with Zones team taking responsibility of the SMARTnet contract.
- Device coverage under Cisco SMARTnet ensured high increase in compliance and security.
- Lowered manpow.

Consider **IT** done.   Visit **zones.com** or call **800.408.ZONES** today.

THE CHALLENGE

The client had also signed a maintenance contract with Cisco SMARTnet for an estimated $3 million. However, manpower shortage and a mix of Cisco-branded and unauthorized devices made it difficult for the client to keep the contract updated and ensure complete coverage of the 5,000+ devices spread across the organization. Inability to meet aggressive outage management timelines resulted in outage costs about $250,000 per year, amounting to $750,000 over three years - the duration of the contract. In addition, ensuring end-to-end security of network devices, managing stringent SLAs, and navigating the dynamics of the Cisco contract was becoming a huge challenge for the manpower-depleted team.

THE SOLUTION

Zones collaborated with the client and facilitated an agile contract management approach for their Cisco SMARTnet contract. The Zones team worked closely with the client and studied their Cisco environment and recommended the unauthorized equipment be replaced with Cisco products that could be brought under the SMARTnet agreement.

Zones also provided the client with a Zones SMARTnet Asset Management license (ZSAM) which connects to the Cisco system via an API and tracks all the devices under contract. This tool empowered the client to open a TAC case with Cisco directly and enabled efficient contract management with notifications on contract expiry. It helped keep tabs on all devices, which enabled service call requests at the right time. It also helped in procurement planning for end-of-service devices. ZSAM not only helped in efficient management of client's networking environment, it also reduced manpower costs by limiting IT personnel to just two resources.

THE RESULTS

The network transformation initiative helped the client respond quickly to market dynamics as customer experience experts and meet evolving customer needs and expectations. Their C-level team could now focus on their core competencies instead of mitigating contract management challenges. The client realized a number of benefits, some immediate and some staggered. They were able to improve their overall operational efficienc and customer sensitivity by a great degree. The client

> " We were looking for a technology partner to help us optimize our SMARTnet engagement with CISCO. Zones worked as our extended team as they aligned our network devices to comply with the requirements of SMARTnet, and quickly and cost-effectively ensured full coverage of all our network devices. The team also successfully managed to bring down our manpower requirements. Zones' understanding of our business environment and their experience and expertise to manage complex engagements is praiseworthy. "

was finally successful in covering all their devices including routers, switches, firewall, etc., under a single comprehensive contract with Cisco. This helped reduce time, efforts, and costs by nearly 50%. The partnership with Zones also helped them enhance their overall market visibility.

Inefficiencies in network management due to large network spread of 5,000+ devices and a complicated contract with Cisco.

Zones SMARTnet Asset Management license (ZSAM) ensured coverage of all devices under the SMARTnet contract and helped connect to the Cisco system via an API.

The client benefited from an enhanced market share and improved cost and time management.

Savings of $250,000 per year on outage costs and manpower reduction in IT support to just two resources.