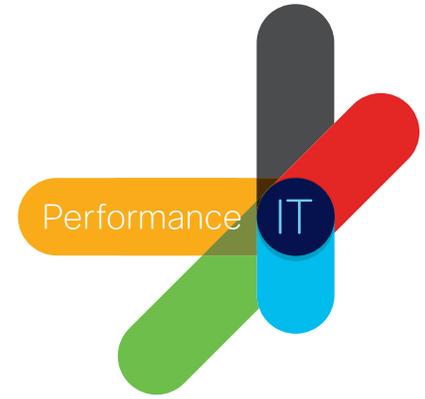


Cisco Performance IT Outcome: Cost-out Transformation

Services company maps path to annual IT savings and new capabilities



Challenge

In the fiercely competitive services industry, technology is essential to delivering an experience that attracts customers and earns their loyalty. It's also vital to operating multiple locations more efficiently.

While cost is typically the main obstacle to technology adoption, legacy IT infrastructure can also be an implementation hurdle.

One services company needed to address both.

The company's competitive strategy required a network that could support technology innovations, yet be easier and less expensive to operate. The team knew that driving out IT costs was important to not only fund innovations, it was necessary to convince stakeholders to embrace any technology investment. Adding management tools or customer offerings would have to result in immediate financial benefits.

Solution

In close collaboration with the services company, Cisco applied the Performance IT methodology to develop a five-year business case and transformation roadmap.

All network procedures and pain points were documented and reviewed. The team also examined additional needs such as enhanced security and support for the growing use of cloud services.

They identified inefficient network bandwidth and lack of standardization across locations as inhibitors to implementing the company's strategy.

With these findings, the team developed a detailed plan showing how the company could reduce annual network spend by merging multiple networks into one and managing it with an SD-WAN implementation. The new network would operate more efficiently, support application migration to the cloud, and enable next-generation customer services.



Redesigning the WAN architecture will result in driving out more than 20% of annual network spend.

Results

The Performance IT business case and transformation roadmap were well-received by stakeholders. Taking special note was the CIO. The plan showed the company had a true partner that could understand its unique business needs and address them in a fiscally responsible manner.

According to the plan, by redesigning the WAN architecture, the services company could increase network capacity and performance, while reducing annual network spend by an average of 22 percent.

Most importantly, the new network would help improve the end-user experience for both customers and employees.



Would a similar approach be right for your organization?

Yes, if any of these apply:

- Large, cumbersome, continually growing infrastructure with multiple versions of every technology
- Year-over-year cost growth without substantial change in service quality or offerings
- Corporate cost containment mandates

A cost-out transformation results in hard cost reductions through asset reduction and IT environment simplification that lowers operating costs.

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