

## AKIBIA DELIVERS CUSTOMIZED CISCO SUPPORT

## CASE STUDY

### NETWORK INFRASTRUCTURE SOLUTIONS

## Leading Non-Profit Financial Services Firm Relies on Akibia to Support their Cisco, HP and Dell Infrastructure

A leading non-profit organization that provides pension, financial, and insurance services turned to Akibia to support their Cisco infrastructure, as well as their Dell and HP data center systems. Akibia offered the company an alternative to the OEM, and enabled them to realize savings of 50% on their annual maintenance contracts.

The company has several hundred Cisco® switches, routers and wireless controllers, with access points at seven offices throughout the U.S. All of their Cisco systems had been managed through a SmartNet support agreement. Most of the company's systems were only a few years old and they performed very few updates to their Cisco® systems as their environment is very stable. They experienced very few hardware failures and were spending a lot of money annually on their SmartNet® support without realizing a lot of value. In addition, the company utilized Dell® and HP® server and storage systems that also required maintenance support.

### Challenge

The organization did not believe they were realizing a lot of value from their SmartNet® contracts since their Cisco systems incurred minimal failures and the company implemented very few IOS® updates and upgrades, especially in their remote offices. In addition, when a replacement part was needed they had a qualified IT technical staff that was performing the on-site exchanging of the equipment themselves and therefore they were not utilizing any Cisco® on-site resources.

The company was looking for more operational and financial flexibility with support of their Cisco systems, rather than being boxed into a standard contract that did not fit the custom needs of their stable IT environment. The firm also realized it was not efficient for them to be managing multiple maintenance contracts for each platform that needed support and they did not want to be constricted to following the OEM's script-based technical support, which they felt was ineffective.

#### INDUSTRY

Financial Services

#### SOLUTION

Akibia's customized support solution was designed to meet the client's unique infrastructure needs and allowed them to fulfill Cisco equipment repair themselves.

#### CHALLENGE

The company wanted to reduce their data center maintenance support costs and consolidate multiple vendor contracts (Cisco, HP and Dell).

#### BUSINESS BENEFITS

Akibia's customized support services plan resulted in cost savings of 50%, operational efficiencies and eased the burden of vendor management by their IT staff.

## Solution

Akibia's third-party support for Cisco systems enabled the company to significantly reduce their annual SmartNet maintenance contract - by 50%, providing them with a high-value alternative to the status quo. In addition, as Akibia supports all of the platforms that the company has in their data center, Akibia was able to provide the organization with a single contract that covers their Cisco, HP and Dell systems. Therefore the company could consolidate from managing three separate data center vendors to just one for all of their maintenance support needs.

Additionally, Akibia provided the company with the option of repairing their Cisco, HP and Dell systems by using their own existing IT resources so that they did not need to incorporate this service into their contract. With Akibia, the organization also benefitted from a more personal and engaged technical support service which meant that the caller would not be subject to script-based technical support for any of their platforms. Key features of the unique solution that Akibia developed include:

- **Customized Support Solution** – Akibia's support service allowed the customer to customize their support solution based on a number of factors including individual system requirements, location, and the mission-critical nature of the systems.
- **Service Partner** – The company chose to leverage Akibia's Service Partner service on many of their systems which provides a more cost-effective alternative to traditional support. With Service Partner Akibia provides 24x7 technical support, training services and the delivery of replacement parts, but the client relies on its own talented engineers for field services.

## Results - Akibia Offers Cost-Effective Alternative While Delivering Excellent Service

Overall the non-profit organization benefitted from having a customized solution from Akibia to meet their infrastructure support needs, and realized a financial savings of over 50% annually on their maintenance services. By streamlining their support requirements and utilizing Akibia as the sole vendor for their maintenance service support, the organization increased their operational efficiency as they only needed to manage a single contract and has only one phone number for all of their support needs. Akibia enabled the company's IT staff to rely on only one vendor versus having several providers for similar needs.

## About Akibia, Inc.

Akibia, a Zensar company, provides innovative Infrastructure Management solutions that enable leading companies worldwide to optimize, secure, manage and support their mission-critical infrastructure. As an independent advisor, Akibia partners with our customers to deliver solutions that improve the availability, reliability and performance of their data center, network and security infrastructure. Using its multi-shore capabilities, Akibia combines expert consulting, integration and support services with world-class customer service to help IT organizations reduce costs, increase efficiencies and manage risk in the data center. For more information visit [www.akibia.com](http://www.akibia.com).