

## 1nService Utilizes Global Partners To Upgrade Client's Network Across Multi-National Borders With Seamless Ease



### EXECUTIVE SUMMARY

#### Industry

Insurance

#### Business Challenge

- Outdated technology infrastructure and networking capabilities to integrate multi-national offices
- Converge voice, data and video communications
- Increase computing connectivity
- Maximize employee productivity
- Increase reliability of information sharing

#### Network Solution

- Cisco Wide Area Application Services (WAAS) Version 4.1.5x
- Cisco ASA 5500 Series Adaptive Security Appliances
- Cisco Secure Desktop, Release 3.5.841

#### Business Value

- Easy administration helps keep network management costs under control
- Secure, reliable network solution eases collaboration and helps improve employee productivity
- Migrating branches to the new Cisco ASA 5500 solution saves significant costs

**North America based 1nService utilizes their new European partners, ServiceOne, to provide enhanced solutions to a global insurance company**

#### Business Challenge

Operating in more than 120 countries, this North American based insurance company offers a unique combination of insurance products and services seamlessly around the globe, and through a single point of contact. Whether purchasing directly from worldwide sales professionals or working with an intermediary, their products and services accommodate all commercial property insurance and protection needs. With so many offices, agents, products, and clients, navigating the complexities of international business was creating an increasingly more difficult challenge on their network and its functionality. They realized that they needed to completely update all of their systems worldwide so that they can maintain the highest levels of productivity from their personnel, while insuring complete network security and transparent compliance. The broader initiative was to have a significant positive impact on the firm's competitive position and customer experience.

The company posed the problem to their local IT partner, Atrion Networking Corporation, based in Warwick, Rhode Island, to assist them as a Project Manager Partner for this international upgrade. At the outset, Atrion knew they would be able to assist this client across its North American foot print by utilizing their collaborative partners from 1nService. 1nService is the leading international community of advanced technology integrators, that through collaboration and partnership, delivers high-value technology systems and solutions that solve businesses most pressing needs. The

1nService community's \$1.5billion combined global sales offers great leverage in applying the collective skills of members to deliver any technology, anywhere, anytime. But, with the recent mutual agreement to collaborate with their new European partner, ServiceOne Alliance, Atrion was now able to deliver a unified global reach for product, service, installation, support and training. ServiceOne Alliance is an international network of like minded partners who are customer focused with high standards in service and a proven track record of in-country technical excellence delivered by highly experienced service professionals. With 17 members covering over 51 countries and 130 regional offices, ServiceOne's key objective is to deliver high quality, local and consistent service around the globe.

"Leveraging the ServiceOne Alliance enabled Atrion, as a 1nService member, to provide a global solution we would have never been able to do." notes Todd Cronin, Atrion Executive Partner. "Our ability to solve our client's challenges by working hand-in-hand with like minded companies throughout the world gives us the capability to seamlessly enable our clients to meet their business objectives." Cronin added.

Besides Atrion, the global partners involved were; KCom (United Kingdom), Axians (France), Pres (Italy), Satec (Spain), and Axians (Germany/Netherlands); all ServiceOne members who have achieved top-level accreditation and technical certification with market leading technology and service vendors, with all of them holding Gold partner status with Cisco. SATEC, a ServiceOne partner with offices throughout Spain, Portugal and Morocco, was an instrumental team member for the client's new integration plans. "Our solid technological base and the high qualifications of our professionals, combined with expert provider management, close attention to product and service quality, constant innovation, lengthy experience in the implementation of solutions made this installation a perfect fit for our organization." added Luis Rodríguez Ovejero, SATEC's President.

## Results

The client realized that to accelerate decision making, leverage their network, and move the bulk of their broker-office communications and processing to their data center they needed to build a flexible, scalable communications system to allow seamless integration of multiple communication channels and sites. The initial solution was to upgrade the client's network to create an Intelligent Data Center by incorporating a Cisco WAAS Solution. "The application delivery needs of a global enterprise are dynamic and complex. Given the ever-changing conditions that our operations face must adapt to, we have learned that a single product is not sufficient to meet the full range of application delivery scenarios for all users across the enterprise and beyond." stated the client's CIO of Global Technology. "A suite of coherent products and services, all working in concert, is what we required." she continued.

Beginning with a comprehensive assessment for the application delivery challenges for the new global enterprise, it was determined that a variety of needs had to be fulfilled to reach optimization. Those included numerous access methods, diverse and distributed users, centralized and efficient protocols, infrastructure capacity and scalability for future provisioning. The Cisco WAAS installation provided the core solution by allowing the expansion of the WAN optimization to the branch IT services delivery platform to provide these essential features:

- Ease-of-deployment and streamlined management
- Improved user experience with application-specific acceleration of:
  - Common Internet file system (CIFS)
  - Microsoft Outlook messaging API
  - HTTP applications such as Oracle, SAP, and Microsoft SharePoint
  - Windows Print
  - UNIX Network File Services (NFS)
- Acceleration of SSL encrypted traffic integrated into existing security trust models
- Wide-scale delivery of live video
- Flexible delivery of branch IT services using local hosting while minimizing device footprint

The WAAS solution that was outlined would successfully assist the client's need for increased communications and data sharing, lowering operational expenses and bandwidth usage, and would facilitate a seamless integration while supporting escalation. With this platform, the IT organization will be able to establish performance baselines, compare accelerated versus non-accelerated performance of an application, verify anticipated performance improvements, and assess the end-user's perspective to truly understand its performance.

## Solution

The decision to build a network that provided end-to-end visibility of applications across the LAN, WAN, and data center (APM) required implementing a set of capabilities the collective team members could align to assess, deploy, right-size, and proactively operate the client's networks. Cisco WAAS's data redundancy elimination functionality delivered the WAN bandwidth optimization and improved application performance for all TCP applications. The team deployed a Cisco Wide Area Network to connect all 120 locations to its centralized data center in North America. At each location there are Cisco Local Area Networks (LANs). The client was able to utilize the WAN to deploy the WAAS to serve as a comprehensive WAN optimization solution that accelerated applications over the WAN. Using Cisco WAAS to help centralize resources such as servers also removed the need for onsite maintenance and service at all of the client's various locations. A further benefit of the collaborative solution among 1nService member Atrion, and ServiceOne Alliance members, was the ability to deliver the products to the client's multiple locations by purchasing the products within their resident countries. This eliminated the need to have product shipped from the United States to all of the various countries, saving the client thousands of dollars in shipping, eliminating duty taxes, and reducing the go-to-market time by over 50%.

## Business Results

The WAAS solution provided greatly improved application performance, availability, and security, while simplifying the client's data center and branch infrastructure, and helping the client to lower its total cost of ownership (TCO) and improve IT flexibility. The collaborative effort between 1nService and ServiceOne provided the client significant benefits and business advantages, including:

- Improved productivity and increased data sharing between global teams through accelerated application performance across the WAN
- Increased availability of information and redundancy of applications through the use of load balancing, failover switching, and other advanced capabilities
- Reduced costs of deployment due to services offload, virtualized services, and multiple deployment options
- Lower operating costs resulting from optimized bandwidth capacity and utilization, and reduced maintenance and management costs
- Comprehensive security for sensitive client information and compliance regulations