

FORTUNE 500 INSURANCE COMPANY

CASE STUDY

Leading Insurance Company Saves 35% on Cisco Support by Switching to Akibia

When a Fortune 500 insurance company with over 8,000 employees worldwide was looking to cut the costs associated with their Cisco SmartNet contract they turned to Akibia. The company had over two hundred Cisco switches, routers and wireless controllers and was managing their systems through a SmartNet support contract. Hardware failures were rare but due to the inflexibility of their OEM contract they were paying for support levels that they did not need. Akibia provided the client a customized support solution based on their individual requirements and saved the client 35% annually in support costs.

Challenge

The organization did not believe they were realizing value from their SmartNet contract since their Cisco systems incurred minimal failures. The client was looking for financial flexibility with support of their Cisco systems, rather than paying for a costly, standard contract that did not meet their individual infrastructure needs.

Solution

Akibia's third-party support for Cisco systems enabled the company to reduce their annual SmartNet maintenance contract by 35%, providing them with a high-value alternative to the OEM. In addition to hardware support, Akibia was able to provide IOS bug fixes on the clients' new and legacy equipment.

Akibia's Cisco hardware maintenance service includes global technical support, best-in-class logistics and the delivery of parts, trained and certified labor support as well as hardware maintenance training.

"We have been extremely impressed with Akibia's response times and technical knowledge of our Cisco appliances. We will continue to roll more of our hardware to the Akibia contract," stated a Network Manager at the Fortune 500 insurance company.

INDUSTRY

Insurance

SOLUTION

Switching to Akibia saved the client 35% on their Cisco Support.

CHALLENGE

The client wanted to save money on their Cisco Support contract.

BUSINESS BENEFITS

The client was able to reallocate resources towards other business critical IT projects.

Results

The Fortune 500 company benefitted from a customized solution from Akibia to meet their infrastructure support needs, and realized a financial savings of 35% annually on their maintenance services.

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- Network Manager, Fortune 500 Insurance Company

Key features of the unique solution that Akibia developed include:

- **Customized Support Solution** – Akibia’s support service allowed the client to customize their support solution based on a number of factors including individual system requirements, location, and the mission-critical nature of the systems.
- **Cost Effective Solution** – Akibia leveraged proven best practices and customized support solutions to deliver best-in-class service at 35% less than SmartNet.
- **Faster Resolution** – Akibia's call answer time is less than 19 seconds, and engineers do not use voicemail or scripts, leading to faster call resolution.
- **Focus on Service** – Akibia’s extensive knowledge, expertise and best practices supporting high-availability infrastructure enables delivery of the highest standard of service and support.

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.