

Customer: Global Internet Service Provider

Increase the value of your network investment with Multiven Optimization Services



Business Problem

A global ISP company, ranking among the largest Fortune 500 companies, required rapid network systems integration and surge capacity assistance after acquiring a medium company in the same industry.

A series of mergers and acquisitions in recent years contributed to the client becoming one of the largest Internet service providers in the United States. With network assets for 10,000 plus employees scattered around the world, the corporation faced severe delays in integrating their newly acquired network assets. These delays led to an unprecedented surge in the utilization of their in-house technical resources.

To correct this situation, the company needed to supplement its in-house team with additional resources for day-to-day, break-fix network operational support, as well as network implementation assistance to expedite the integration its scattered systems. Realizing it needed help quickly, the company engaged Multiven immediately. Multiven was chosen because of its robust internetwork expertise along with having a deep understanding of the telecommunications industry.

Given that most network implementation programs require a deep understanding of business processes and growth roadmaps, Multiven's deep industry knowledge, unique methodologies for identifying business needs, and an ability to quickly identify key processes and procedures was critical to ensuring a successful implementation.

Network Challenges

The client needed network expert resources for surge capacity during spikes in its support center while implementing and consolidating newly acquired network assets into its global infrastructure to gain operational efficiencies.

The challenges faced by the client included:

- In-house engineering resources stretched thin from work overload
- Increase in in break-fix support activities
- Lack of in-house implementation and configuration expertise to cope with company growth
- High utilization of in-house resources resulting in low employee productivity and morale.

Multiven's Key Differentiators

People

- Industry Experts
- Prolific Troubleshooters

Processes

- Globally Consistent
- Proven Methodologies

Tools & Technologies

- Multivendor Knowledge-Base
- 21st century infrastructure

Multiven is dedicated to helping your organization benefit from 21st century best-of-breed net-working. Our innovative solutions allow businesses to proactively reduce network downtime, while improving efficiency, lowering support costs and maximizing the performance of their network infrastructure.

Solutions

Multiven was originally engaged to provide additional resources to help the in-house engineering team meet aggressive SLAs and serve as a resource for surge capacity.

However, as the project proceeded, additional requirements surfaced, increasing the scope of work. Next, the client enlisted Multiven to help with implementing and configuring newly acquired network infrastructure as a result of mergers and acquisition activities. Later, the client realized it needed more assistance in certain optimization areas and asked Multiven to help conduct network security and health assessments.

Multiven fulfilled all of these requests, providing on-demand expert engineers and highly skilled consultants as needed throughout the project.

Business Results

Multiven successfully integrated the client's infrastructure and also helped implement operational efficiencies, which led to significant cost savings in excess of 20% in OPEX and an extremely available network.

The project was an overall success and enabled the client to cope quickly and effectively with network implementation.

Other benefits included:

- Better defined processes and procedures
- Enhanced view of network assets
- Better level of in-house resources utilization which led to higher employee productivity
- Enhanced end-user satisfaction
- Knowledge transfer to in-house teams