

Customer: Large Commercial Bank



Multiven's Key Differentiators

People

- Industry Experts
- Prolific Troubleshooters

Processes

- Globally Consistent
- Proven Methodologies

Tools & Technologies

- Multivendor Knowledge-Base
- 21st century infrastructure

Business Problem

In an effort to minimize costly network downtime, reduce operational costs, increase productivity, and improve end-customer service delivery, a large commercial bank sought an assessment of its IP network operations.

Due to continuous degradation of the IP network infrastructure, the bank's operations grounded to a halt several times within the past year. At the end of the year, these network outages caused the bank to lose close to 16% of its annual revenue. Excessive costs and major loss revenue made the situation untenable as the bank's profitability and competitiveness had seriously been impacted. Recognizing these challenges, the CIO decided to engage Multiven as the bank's consulting partner to assess and improve the company's IP network operations.

Network Challenges

Through the IP network operations assessment, the bank's CIO wanted to gain visibility to the current situation as well as obtain detailed recommendations that would enable his team to consolidate tools, while optimizing processes in order to improve network efficiency and performance.

The bank's in-house team faced numerous challenges, including:

- Lack of understanding of the function of various devices, their features and functionalities
- Lack of training on the existing tools and their full capabilities
- Inaccurate inventory of network infrastructure
- Fragmented and undocumented processes
- Need for cost reduction
- In-house team could not provide a complete depiction of network health

The CIO and his team engaged Multiven to assist the bank with network operations assessment due to Multiven's deep expertise in network's life-cycle services and its vast experience helping clients with large-scale assessments and best-in-class implementations, incorporating industry best practices and standards.

Solutions

Multiven performed a comprehensive assessment of the client's network performance, providing a detailed analysis and recommendations for the optimization of the bank's best-in-class network infrastructure.

The Multiven assessment included the following:

- Interviewed the in-house engineers to identify skill levels as well as to gather information regarding existing network infrastructure
- Reviewed each device's functionality and provided side-by-side comparisons where necessary to determine which devices should be retired
- Assessed the following functions and processes: configuration, capacity, availability, and service continuity, change management
- Developed a thorough gap analysis between current state and best practice, outlining severe impacts to the client's ability to realize its network performance objectives
- Provided short-term and long-term recommendations regarding future network implementation, and process improvements, along with a high-level design and an implementation roadmap

As a result of the assessment, Multiven has established a strong trusted advisor relationship with the client that continues to this day. Multiven has also been engaged to help the client achieve many of the proposed recommendations.

Business Results

The Multiven solution provided the client with a cost-effective, efficient operational environment to provide better customer service and reliability.

Benefits included:

- Significant increase in revenue from an extremely available network infrastructure
- Significant cost savings from better utilization of in-house resources
- Greater efficiency and productivity
- Enhanced customer satisfaction
- Detailed roadmap for continued improvements to the organization, processes, and technology

With a multivendor TAC consisting of a 100% pool of industry-experts, cutting-edge tools and proven methodologies, Multiven can help you:

- Improve efficiencies
- Reduce network downtime
- Lower total-cost-of-ownership
- Maximize the performance of IP network infrastructure

For additional information, please contact your Multiven Network Representative. You can also visit our web site at www.multiven.com or call 1-650-352-1322