



## Global Network Management for a Fortune 100 Company

### Client Profile

The customer is a global, diversified corporation headquartered in the US. The customer wanted to outsource the global network device management to a single vendor. The network stands out as one of the largest private Cisco networks in the world with varied technologies and brands, spread across all the geographies and time zones.

### Client Context

The primary challenge was managing the core network backbone connecting various business units across the world. The deliverables included managing several thousand networking and internetworking devices and tens of thousands of telecom circuits spread across several sites across the globe. The customer's database of its network topology, network architecture, inventory and assets had to be discovered. Managing more than hundred telecom vendors in multiple languages was another challenge.

### Microland Approach

Microland leveraged its Operations Management Center (OMC) to successfully deliver the desired services across the globe. The client's global network was used for connectivity and bandwidth.

### Technology Coverage

- Cisco Routers, Switches, PIX
- Firewalls, Content Switches and Wireless Access Points
- Checkpoint, Nokia and Netscreen Firewalls
- Nortel and Neoteris SSL VPN
- F5 Big IP and Snort IDS
- Cache Flow Servers and Tipping Point
- Bluecoat, Sidewinder and SQUID and Netscape Proxies
- Gauntlet, 3DNS and Ultra DN

### Key Deliverables

- SLA Ownership
- Change Planning, Scripting and Implementation
- Network Fault Management and Remote Trouble shooting
- Network Administration
- Vendor Management (End-to-End SLA Ownership)

As a part of this engagement, Microland also provides Security Administration and Security Policy Change Management services. To ensure smooth vendor management, Microland coordinates with more than hundred telecom service providers across the globe.

### Benefits

- Significant cost savings with increased SLAs
- End to end SLA ownership including Vendor Management
- Single point of contact for the entire global network management
- Access to cost effective networking domain expertise and troubleshooting support across the globe and round-the-clock
- Global network architecture design and design validation for network performance optimization