

Construction Company Builds Foundation for Network Maintenance

Customer Case Study



GMR Group uses Cisco Smart Net Total Care to Streamline Inventory Management

EXECUTIVE SUMMARY

GMR Group

- Construction Industry
- Bangalore, India

Business Challenge

- Provide more simplified, accurate network maintenance process
- Eliminate time-consuming, error-prone manual inventory methods
- Ensure full IB visibility for highly distributed network

Network Solution

- Cisco Smart Net Total CareCare
- Cisco Smart Call Home

Business Results

- Increased speed of problem resolution time by 50 percent
- Cut 30 days from inventory management process
- 100 percent reduction in dedicated headcount for IB management

Business Challenge

Headquartered in Bangalore, India, GMR Group is one of the fastest growing infrastructure enterprises in and outside the country, with interests in airports, energy, highways, and urban infrastructure sectors.

With more than 17,000 employees and US\$2.6 billion in annual revenues, GMR is not only a major builder of infrastructure projects, the company can also serve as the infrastructure operator once a project is completed, whether the work involves managing a power plant or overseeing a major airport.

GMR's framework for IT business enablement includes networking across all its locations (both national and international), extensive videoconferencing, and a range of collaboration solutions – all designed to foster excellence in business planning, consolidation, decision support, and business reviews. For GMR, the network makes it all possible.

Helping ensure reliability for the entire GMR network is the job of a centralized IT team. Despite their talents, they needed to devote an extraordinary amount of time toward managing their installed base twice per year, using a manual methodology based on Microsoft Excel spreadsheets. Typically, GMR would spend as much as 30 days conducting a network inventory using two dedicated resources. Even then, the information gathered was often inaccurate and seldom up to date. Moreover, GMR lacked visibility on devices facing end of sale (EoS) and end of life (EoL), were sometimes unaware of security vulnerabilities, and did not have a good handle on service coverage when juggling more than 50 different contracts.



“Cisco Net Total Care greatly helps the GMR network operations team maintain our SLA by providing accurate installed base details, including end-of-life and end-of-service alerts. It also gives us the ability to manage multiple service contracts in one tool.”

Amiya Senapati, GMR Associate Manager

Network Solution

Cisco had the perfect solution for GMR's inventory management challenges: Cisco® Smart Net Total Care Service. Currently used by more than 1500 companies worldwide, Smart Net Total Care provides a single installed base management platform, including device diagnostics, service contract management, and foundational technical services, plus security and other alert notifications for Cisco products. Using its ability for detailed discovery of Cisco branded network devices, Smart Net Total Care offers actionable intelligence and proactive support capabilities that can reduce operating costs, minimize downtime, and help improve overall network reliability.

Smart Net Total Care was also the perfect fit for GMR processes based on the Information Technology Infrastructure Library (ITIL), especially change management. By using more comprehensive, accurate installed base data validated by the Cisco solution, GMR can track incidents using Smart Net Total Care device diagnostics and monitor any network changes using the software's delta reports.

Business Results

Six months after deploying Smart Net Total Care, the company immediately began to see dramatic results. As Amiya Senapati, GMR associate manager, remarked, “Now our inventory information is at our fingertips!”

Today, GMR has an estimated 99 percent visibility into its entire network, including its many remote locations. End-of-life and end-of-service details are easily apparent, along with possible device vulnerabilities based on security alerts. By using the Exception Summary, devices that have older IOS versions can also be identified for upgrades if required. The Smart Net Total Care delta reports help GMR determine devices that have either been moved or added to the network. Finally, service coverage status can easily be determined, so entitlement issues are becoming a thing of the past. All this information is helping the network operations team more easily meet its internal service-level agreement (SLA).

Amiya Senapati, GMR Associate Manager, summarizes the service's benefits well, “Cisco Net Total Care greatly helps the GMR network operations team maintain our SLA by providing accurate installed base details, including end-of-life and end-of-service alerts. It also gives us the ability to manage multiple service contracts in one tool.”

Another major benefit of Cisco Smart Net Total Care has been its ability to facilitate interaction with the Cisco Technical Assistance Center (TAC). Previously, a typical problem that required TAC assistance would require 7-8 hours for resolution. Using the detailed information provided by Smart Net Total Care combined with device diagnostics powered by Smart Call Home, problem resolution time has now dropped 50 percent to only 3-4 hours.

Return Materials Authorization (RMA) is yet another area that has improved using device diagnostics. By automatically detecting a problem, creating a service request, and providing recommended steps toward a solution, RMA turnaround time is much faster. GMR also likes the fact that it automatically receives an email notification each time a service request is created by Smart Call Home, so that the company can track the status of the resolution.

Adding up all the improvements in GMR's installed base management process using Smart Net Total Care, the savings in time and resources have been significant. For example:

1. 30 days were required each time the bi-annual inventory was conducted using GMR's old methodology. This time is no longer needed, since Smart Net Total Care automatically gathers the information and makes it accessible in real time.
2. Previously, two dedicated staff members were needed to manage the inventory process. Now, only one L-1 engineer is involved, and inventory management is considered just one of his job responsibilities.

For a company that builds some of the largest projects on earth, ranging from airports to electrical generation plants, there's nothing more important than building and maintaining a strong network foundation that helps makes those projects possible. That's a key reason why GMR decided to standardize on Cisco Smart Net Total Care for all its installed base management needs.

For More Information

To find out more about Cisco Smart Net Total Care, go to:
www.cisco.com/go/total

And to learn more about GMR Group, visit:
www.gmrgroup.in



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