

Global networking support services

## Outbound™ break-fix services delivers Global Cisco Support Maintenance.

Outbound's™ managed services worked with a Global media company, to implement a global break-fix support contract to support their global Cisco LAN devices.

### Case Study

#### Background

A global media company providing advertising platform, which helps brands and agencies manage the creation, optimization, storage and delivery of their content. This company has operations in multiple countries globally and needs to ensure the devices are under support.

They wanted a trusted IT provider to implement a Global Cisco Networking support contract. They have multiple sites around the world and needed an agile mixed service level agreement (SLA's) for each site and region with a single provider.

#### At a Glance

- Industry: Global media company.
- Number of Users: up to 700.
- Number of Sites: 20
- Number of devices: 54
- SLA's:
  - 8HR Onsite Resolution - 24x7x365,
  - 4HR Onsite Fix 24x7x365
  - NBD Onsite Resolution
  - Cisco SMARTnet Onsite
  - With vendor support

#### Solution

- Global contract, monthly installments with guaranteed Service Level Agreements

#### Benefits

- Peace of mind cover
- Hardware and software replacements

## Challenge

The company had a mix of Cisco networking support, contracts and different renewal dates with different SLA's needed at each site.

Required consolidation.

Needed a single partner to support different SLA's globally within different time zones.

Cost effective annual agreement with an opportunity to flex up or down, monthly installments.

Highest accreditations needed to support this Global requirement.

## Solution

- Single consolidated global contract
- Hardware replacement
- Guaranteed Service Level Agreements
- Single Provider

