

Nomination: 20221

Accelerating Transformations for Large Scale Customers Through Advanced Automation & Delivery Process Optimization

Page: General Information
Name of Organization / Company Cisco Systems India Pvt Ltd
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Page: Entry Information
Entry Title Accelerating Transformations for Large Scale Customers Through Advanced Automation & Delivery Process Optimization
Category J01 - J04 Award for Innovation in Customer Service > J02. Award for Innovation in Customer Service Management, Planning & Practice > Computer Industries
Submission Format An Essay of up to 625 Words

Essay

Nomination Title: Accelerating Transformations for Large Scale Customers Through Advanced Automation & Delivery Process Optimization.

Executive Summary

In a world with complicated customer business environment and fast paced technical transformation, it's imperative to provide an efficient and easy-to-implement system migration in accordance with customer needs.

Cisco's consulting services demonstrated 86000+ user migration in a seamless, secure and swift ways in 100 days, also 14 services integration offering consulting and automated testing for EVPN/SR (segment routing) systems by leveraging innovative tools & scripts in sprint-based methodologies.

Cisco earned positive customer satisfaction and demonstrated Cisco's innovation and commitment to solving customer challenges.

Outcome:

- Time and Cost Savings: Migration project completed in just 3 months instead of the typical 6-8 months
- Improved Network Reliability and Efficiency: Empowering customer to efficiently manage complex service requirements
- High Customer Satisfaction: For efficient and reliable network design and testing.

Innovative large-scale migration success in short time with automation framework

Cisco successfully migrated over 86,000 users to its new Secure Access SSE solution within 100 days for a global tech consulting firm with offices across India, Europe, and US. The firm faced the challenge of transitioning its workforce due to the imminent expiration of its decade-old SSE solution. The migration involved Secure Internet and Private Access users, complicated by the scale and diversity of 600+ projects with unique designs and SLAs.

To address these challenges, Cisco developed an innovative migration framework as follows

- Coordinated Discussions: Worked with stakeholders to gather key information to streamline design, configuration, and migration.
- Migration Strategy: Employed sprint-based approach for batch migration, with progress tracking via daily governance calls.
- Risk Mitigation: Extensive UAT with automated rollback to prevent losses, gained customer confidence.
- One-Click Migration: Automated legacy agent switch to Cisco Secure Umbrella, providing rapid transition control via a single portal.
- Realtime Monitoring: Created an automated dashboard to track migration status, ensuring clear insights and milestone clarity.

Real-time monitoring through an automated dashboard tracking machine migration status, providing clear insights and milestone clarity. Migration not only improved performance by processing 1200TB of data monthly with low latency but also enhanced security by blocking 1.3 billion events. Deployment was completed in three months, significantly faster than the typical 6-8 months, resulting in time and cost savings.

The solution proved scalable and established a centralized information hub for deeper network insights. This project stands out for its unprecedented scale and speed, showcasing Cisco's leadership in technology and its innovative approach to large-scale transformations.

Innovative network integration and validation success with Cisco's customer-centric approach

Japan's largest electric power service provider faced challenges in deploying a new integrated network with EVPN/SR, aiming to combine multiple network services. Integrating 14 Service Requirements into one network had technical contradictions causing six months delay.

Design phase:

Cisco intervened with Customer-oriented consulting, to reorganize requirements into a feasible configuration within two months. This approach was distinctive, as in addition to providing solutions, a close collaboration with customer was established for deeper understanding and integration of service requirements.

Validation phase:

Cisco developed CVBP (Cisco Validation Best Practice) reducing customer's bloated validation test items by 50%, while adding 100 essential items from a design perspective. CXTM (CX Test Manager) helped in automated and efficient validation for complex requirements with flexible retesting and real-time results, strengthening collaborative partnership with customers.

Client expressed high satisfaction and issued a letter of appreciation, praising Cisco's expertise and cooperative spirit in overcoming project challenges. Through these efforts, Cisco not only demonstrated innovation in consulting and validation but also reinforced its role in delivering customer-centric solutions.

Please check attached file for details

For this category please provide

An essay of up to 625 words describing the nominee's innovative achievements in customer service since July 1 2022, **OR** a video of up to five (5) minutes in length illustrating the same.

Optional (but highly recommended), a collection of supporting files and web addresses that you may upload to our server to support your entry and provide more background information to the judges

Do You Have Supporting Files You Would Like to Upload?

Yes

Audio (Mp3), Documents (PDFs, Word, PowerPoints), Images (PNG, JPG, TIF), and Video (Mp4)

200 MB Max per File

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