LaSalle Solutions
Helping You Manage the Life-Cycle of Your Assets.

Enhanced Infrastructure Management Process Eliminates Discrepancies, Lowers Costs

Company improves processes, saves 60% on SMARTnet coverage in certain locations and sees a 4% return on Y/Y Cisco spend

CHALLENGE

A medical products company was having trouble managing their Cisco infrastructure made up of about 7,000 devices distributed across nearly 400 locations. They needed an improved asset and maintenance contract management process to ensure they would have data visibility and reporting capabilities to better plan for future adds, moves and changes.

SOLUTION

LaSalle's support team worked with the Company to audit all devices across their entire Cisco infrastructure, collecting asset and maintenance contract information and identifying discrepancies. Using the audit information, LaSalle developed a process for managing the Company's infrastructure using LAMP℠, LaSalle's cloud-based toolset, enabling real-time monitoring and reporting of maintenance, bugs and TAC tickets, as well as credits, end-of-life and end-of-service reporting for better future planning.

LaSalle's team also developed an internal rebate program for the Customer.

RESULTS

Through the network audit, LaSalle discovered that several devices were either no longer in production or covered under the wrong service level, causing the Company to pay more than they needed to for SMARTnet coverage. By identifying and correcting these discrepancies, LaSalle reduced the Customer's maintenance costs by 60% or more in many locations.

With a new asset and maintenance contract management process, the Customer has enhanced overall Cisco infrastructure management and gained greater visibility into their assets. The implementation of an internal rebate program ensured a return of around 4% of the Customer's total Cisco spend.

HIGHLIGHTS

Challenge:
- Maintenance management & asset tracking discrepancies
- Process inefficiencies
- Data visibility

Solution:
- Identified device and maintenance plan discrepancies
- Created process for Cisco infrastructure management
- Provided LAMP
- Devised internal rebate program

Results:
- Improved Cisco infrastructure management
- Increased visibility into asset and maintenance contract information
- Reduced maintenance plan costs by 60% in some locations
- 4% return on Cisco spend

Better Information.
Better Process.
Better Results.

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