

Case Study | NOC Augmentation



Managing Communications over IP

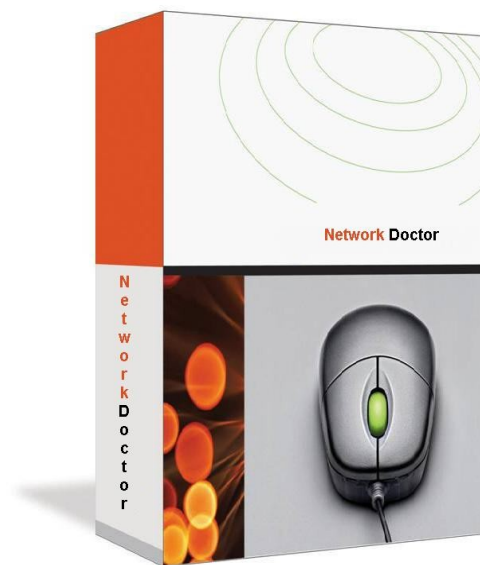
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Core Competencies

- Unified Communications
- IP Telephony
- Routing and Switching
- VPN and Security

Seamless Support – Complementing a Cisco Gold Partner



Industry:

Network Infrastructure management and Cisco Unified Communications solution.

Challenges:

The Partner wanted to augment their Network Operations centre for 24x7 operations, cost effectively. They wanted to have an expert panel of engineers on various Cisco advanced technologies that can provide up to level 3 of support and consultancy services from a remote location to their customers.

Advantages:

- Scalability (due to the dynamic nature of the company) & Economic Efficiency
- Ease of add-ons, moves and changes
- Enhanced Productivity
- Optimally utilized resources
- The global pool of resources provides access to Specialized having huge network infrastructure resources for short-term needs
- Capacity to expand the operations at short notice and client base by augmenting the support services from remote location
- Industry's best expertise is provided without compromise on quality and security
- Single point of contact for customers, featuring vendor management



Service Features and the Methodology

The Partner:

One of the America's leading Network management, Unified Communications service provider having more than 45 large and medium enterprise clients based across USA.

The company is one of biggest CISCO Gold partners in North America with its clients geographically distributed across USA, Canada and Europe. The client list includes some of the major Banks, Universities, Retail shopping mall chains, Law firms and Oil companies and IT Infrastructure provider. These customer networks are running various Cisco's Advanced Networking technology platforms such as H/M-UCS, Unified Presence and Communications etc.



Services

- Design and engineering consultancy for new projects
 - Network provisioning and testing for new site Implementation and install
- ### The Methodology:
- Eljay Engineering estimated the requirements and established a network assistance centre in Chennai, India. Highly secured facility was created in shortest possible time of 25 days with complete infrastructure to accommodate 25 highly skilled network consultants. A secured high speed point to point MPLS connection to support voice, video and data traffic was set up between partner's NOC and Eljay's NOC in Chennai.
- After covering the support services requirement for dark hours for 15 days, the 24X7 support services from Eljay's NOC were seamlessly integrated with client's NOC. Currently, Eljay Engineering is running offshore extension of the Network Operations Center for the partner at present successfully for past 34 months.
- 24X7 monitoring of the client network devices using SNMP based state of the art network monitoring system Spectrum and Prognosis
 - Help desk services using Computer associates R11 help desk system for managing Network requests, changes, and problems on ITIL methodologies
 - Network Incident Management for 45 large and medium enterprises. This includes network outage notification and troubleshooting as per the SLA
 - Management, catering to day to day standard change requests from users as well as system level changes including upgrades and patch management
 - Problem management at up to the design level and working with system vendor for identifying and resolving bugs
 - Network Health checks and performance analysis for monthly Network performance review

