

CISCO, A STRATEGIC PARTNER

CASE STUDY

With a contract base spread over 20 customer sites and with 20 different contract start and end dates, our client, a provider of global leading intelligent transportation solutions, were looking for a new service provider for their Cisco maintenance.



INTELLIGENT TRANSPORTATION SOLUTIONS



Cantel
'Where Support Lives'



Our client had a **complex** need

 **2500**
devices

spread
over

 **15**
sites

including Cisco switches, Routers and Firewalls.



The Problem.

With a complex client base and **multiple contracts spread over multiple dates** our client was suffering difficulties with the ongoing administration needs and their internal staff's work cycles.

Following a recent merger the current incumbent had **suffered a loss of service delivery** leading the client to seek a new solution that could guarantee service delivery and SLA's.



The Cantel Solution.

Cantel adopted a can-do attitude to the business challenges felt within their Cisco environment. We created a **bespoke implementation plan** for the client that allowed them the freedom to create a structure that really worked for them.

By giving the client the option to begin just one contract with a single end date, we made it possible to add additional contracts on a pro rata basis.



The Impact.

We freed up time cycles for staff adding significant efficiencies into their contract management, **providing a real one-stop solution** for all their Cisco assets and devices.

We created a **reliable and robust** networking system for the clients customers ensuring the **maximum uptime**.



A real **one-stop** solution for all Cisco assets and Devices.

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We found Cantel's approach refreshing after dealing with a US leading Global Service Provider who were mainly interested in themselves.

The Cantel guys really listened to our specific challenges and **created a solution** that ultimately **best fit our businesses** and consistently delivered efficiency.

**Where
support
lives.**

WHY CANTEL?

Cantel has been delivering high level IT maintenance and FTE services in the UK for **over 30 years**.

Our experts have spent that time gaining over **100 years' collective channel experience**, so you can be sure that we really do know our stuff.

We pride ourselves on being **truly independent**. Because of this we can offer you a genuine service that seriously works for your brand, allowing you to concentrate on what your business does best.

**Contact us today to book your
FREE initial consultation.**

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