

# Case Study

## WAN Acceleration: MCI Diventi partner with Comms-care to deliver Cisco WAAS

MCI Diventi is a Value Added Reseller (VAR) specialising in the delivery of industry leading IT infrastructure to businesses and public sector organisations nationwide. Based in Sheffield, MCI Diventi has an excellent reputation for delivering high performance solutions in conjunction with outstanding value for money.

MCI Diventi works in partnership with Comms-care across a wide range of IT networking projects. This relationship has developed over a number of years and provides MCI Diventi with a support portfolio that expands on their existing service offering, without the additional cost and resource of in-house expertise.

With engineering resources distributed throughout the country, MCI Diventi and Comms-care can deliver high performance solutions on a nationwide scale, ensuring customer loyalty and competitive advantage remain at the forefront of their business.

### Challenge

- > Partner with a trusted Cisco WAAS expert
- > Provide UK installations and remote configuration
- > Accelerate application traffic across SAP ERP system

### Solution

- > Accelerate and optimise application traffic
- > Implement solution across global WAN
- > Access to highly trained Cisco WAAS specialists

### Result

- > Project implemented ahead of schedule
- > Expand service proposition
- > Increase customer loyalty

### Challenge

A global manufacturing company approached MCI Diventi to assist them with the implementation of Cisco Wide Area Application Services (WAAS) to maximise performance of their Wide Area Network (WAN). In addition, there was also a particular focus on accelerating the performance of their SAP ERP system that was being rolled out at the same time across multiple locations worldwide.



“Partnering with a ‘channel-only’ Cisco support specialist such as Comms-care has allowed us to add value to the Cisco WAAS solution and deepen our relationship with the customer whilst increasing our own revenue and profitability.”

John Marriot  
Business Development Manager  
MCI Diventi

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The manufacturer's existing WAN spanned 5 continents including Europe, USA, Australia, Africa and Asia. The task that laid ahead for MCI Diventi was to select a support partner who they could trust to deploy such a complex optimisation project on their behalf, with the knowledge that they had all the necessary business acumen and Cisco WAAS expertise.

Following an initial baseline test of the network, the deployment would also require the installation and configuration of Cisco networking equipment in the UK along with remote configuration of equipment in the other office locations across the globe.

## Solution

Once MCI Diventi had a thorough understanding of their customer's requirement it became obvious to them that Comms-care would provide the perfect complement to their existing service proposition. Comms-care's efficient style of business and their expertise in Cisco technology meant they were able to deliver everything MCI Diventi needed to the highest possible standard.

The joint venture provided a solution that deployed a Cisco WAAS execution to optimise and accelerate application traffic that traversed the existing WAN throughout their global offices. The key application that the optimisation was being deployed for was their SAP ERP system, where performance and operational efficiency was the main driver.

The scope of what was delivered to the customer by Comms-care on behalf of MCI Diventi was as follows:

- > Baseline testing prior to Cisco WAAS introduction
- > Reconfiguration of customer's core network to accommodate new devices and traffic flows
- > Installation and Configuration of Cisco WAE-674-K9 (Data Centre WAE) and WAVE-274-K9 (Central Manager) at UK HQ

- > Remote configuration of Cisco Integrated Services router and WAVE 574-K9 in U.S office SAP ERP system
- > Basic Connectivity testing, File Transfer and Secure SAP system access
- > Performance report and comparison post WAAS solution
- > Troubleshooting where necessary

The solution demonstrated the breadth of Cisco WAAS knowledge that MCI Diventi could access once they had partnered with Comms-care. As a Cisco Gold Partner Comms-care invest considerable time and resource into ensuring their team of Cisco specialists are trained on all the latest technologies, so when enquiries do come in from channel partners they have the resource available to act quickly and efficiently.

## Result

The partnership with Comms-care allowed MCI Diventi to be responsive and proactive to this project allowing them to finalise the scope and complete the work in extremely tight timescales. This allowed the customer to be operational before the required deadline; ensuring minimal disruption was experienced across their entire global business.

By partnering with an IT support expert such as Comms-care, who specialise in key technology areas such as Cisco WAAS, MCI Diventi has greater confidence in the delivery of the service to their customer. The partnership has developed to a point where MCI Diventi's service proposition across a number of networking environments including Cisco WAAS is very difficult for their competitors to compete against.

## Outlook

Following a successful Cisco WAAS implementation, MCI Diventi is confident that future planned rollouts at their customer's sites will be delivered by Comms-care. Furthermore, when other support opportunities arise MCI Diventi now has the confidence to utilise many more of Comms-care's 'channel-only' support portfolio.