

# “I HAVE BEEN EXTREMELY IMPRESSED WITH THEIR RESPONSIVENESS AND PROFESSIONALISM”



**Sean Hobday**  
Sales Business Development  
Manager, Cisco Systems

## ABOUT THE CLIENT

Cisco is the worldwide leader in IT that helps companies seize the opportunities of tomorrow by proving that amazing things can happen when you connect the previously unconnected. At Cisco customers come first and an integral part of our DNA is creating long-lasting customer partnerships and working with them to identify their needs and provide solutions that support their success.

## ISSUES TO BE RESOLVED

Cisco's challenge was managing their internal IT estate. They needed a Managed Service Provider (MSP) with the ability to provide a diverse range of services in line with their KPI's and long term objectives. These services ranged from managing part of their desktop estate, providing a break/fix function, managing their assets, providing 1st, 2nd and 3rd line support supporting with Project Management and Telepresence installations.

Their IT estate spans over 20,000 users across 63 countries within the EMEA.

## ACTION TAKEN

We worked directly and through a partnership with IBM as a service provider to Cisco to deliver tiered ICT support along with Project Management support and Telepresence installations.

- Tier 1, 2 and 3 ICT Support
- Server support and maintenance
- Network infrastructure support
- Hardware parts for all IT devices
- Fully immersive telepresence installation support
- Field engineers
- Technical project managers
- Flexible Ad-hoc resource providing IT support.

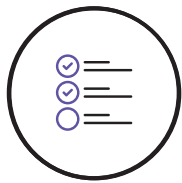


## CLIENT FEEDBACK

*“aap3 and Cisco have a close working relationship and I have been extremely impressed with their responsiveness and professionalism with regard to their IBLM capabilities. They are always keen to help and provide services where they can whether that be on behalf of Cisco or as aap3. I would recommend them to our System Integrators to provide services where needed to scale and provide services where appropriate”*

**Sean Hobday** - Sales Business Development Manager, Cisco Systems

## **AAP3 WILL WORK CLOSELY WITH A NUMBER OF PARTNERS TO DELIVER A SUCCESSFUL SOLUTION TO A CLIENT HAS BOTH ENHANCED OUR RELATIONSHIP AND DEVELOPED BETTER INTERNAL PROCESSES.**



### **MANAGED SERVICES**

Blending in house, virtual and field engineering to provide a support solution tailored exactly to your needs so that you can get the best from your tech investment.

### **ACTION TAKEN (CONT.)**

We were instrumental in the set up and on-going management of the Device Exchange Centre (DEC). The DEC is an innovative idea which was proposed by us and encompasses a Device Exchange Centre, an on-site break/fix support desk and an asset management facility. Faulty hardware is brought in for exchange, and assistance is provided with any setup or configuration issues.

Software support is also provided, up to a full re-image of a laptop and data transfer to new equipment. The DEC is also responsible for infrastructure maintenance; patching desk port, tracing cabling, replacing network devices and servers and shipping IP phones to users.

The Depot will manage all hardware issues and the relationship with manufacturers and vendors supplying the hardware. Faulty hardware arrives and is required to be booked in to the Asset Management Tool daily.

The on-site break/fix functions forms the 'Drop in' section of the DEC as well as manages and maintain the continuous maintenance support service to the employees of Cisco to ensure there is minimal disruption to business as usual.

We currently manage the internal training, HR, Holiday, Pay and Sickness of all the engineers which is an fundamental part of the successful delivery.

### **RESULT**

We are integral to the internal operation, maintenance and pro-active management of part of the estate to ensure optimum performance to Cisco. The relationship has been ongoing for 12 years with us consistently delivering on their KPI's and scoring 4.8 / 5 or higher.

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### **ABOUT US**

We enable businesses by providing solutions for all your IT requirements; from managing your network and computing infrastructure, providing blended support models. We have nearly two decades of experience working with a vast range of customers, from international enterprises such as Cisco, IBM and AT&T, through to SMEs and a number of local businesses in the areas where we have operations.