

# Managed Network Services

## Medical Device Supplier Industry

### INDUSTRY

Medical devices

### CHALLENGE

An expanding WAN with global access requirements, combined with a large application project portfolio and limited staff, increased the risk of extended network outages and poor maintenance levels.

### SOLUTION

Implement Availability Management of client's WAN and LAN infrastructure in three locations.

### BENEFITS

- Redeployment of staff to projects with clear business impact
- Real-time monitoring and reporting for efficient problem resolution
- Consolidated informational portal for continuous performance updates
- Network device updates to latest patches and maintenance levels
- Device log archiving for compliance and troubleshooting purposes
- Device configuration archiving for compliance and disaster recovery purposes
- 24x7 support



### The Client

A leading global provider of medical devices for the hospital, emergency, home and specialist environments, this client's products are used during critical and intensive care, surgery, postoperative care and in a series of high-end home infusion therapies.

### The Business Challenge

CDW's client was growing both organically and through acquisitions. As the client's business base continued to grow, so did the number of systems/devices that the company needed to manage. Since network management is not this client's core competency, it turned to CDW and our managed services for help.

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Aside from day-to-day network management, the client recognized risk to its business operations and the need to implement a reliable backup system for device configurations. CDW was there to design and implement a solution that would provide the needed results.

## Leveraging CDW's Expertise

CDW's Managed Services enable clients to focus on improving their core business, leaving the day-to-day management and support to CDW. CDW's engineers have years of in-depth experience managing major business environments, which enables CDW to detect and resolve issues effectively.

With CDW's Managed Services, potential technology failures can be detected in advance, so they can be addressed and remediated before they result in costly downtime for clients. Depending on the selected level of service, CDW also reviews historical trend data to proactively address performance and capacity issues.

CDW analyzed the client's situation and recommended Availability Management of its LAN and WAN infrastructure throughout the client's three U.S. locations. With Availability Management, the client received continual error and performance monitoring and reporting, network device patches, updates and configuration changes, and fixed price break/fix support. Availability Management also includes SLA guarantees for uptime of managed technologies, and if CDW does not meet its availability pledge, it proportionately credits the monthly fee back to its clients.

### Technology

The CDW-implemented solution included Availability Management for 25 network devices spread across three locations:

- Core switching
- Core routing
- Firewalls

"Our challenge was staffing for both infrastructure management and new application rollout. CDW stepped in, brought our network systems up to code and continues to monitor and manage our network proactively."

## Results: Cost Savings, Code Compliance and Better Monitoring

With CDW's deployment of Availability Management, the client was able to save money by redirecting its staff towards improving business functionality and implementing new application capabilities. The client is safe in the knowledge that CDW was fully managing its network — even bringing their network up to the recommended device patch levels regularly released by Cisco, and establishing a naming convention for network devices, which made troubleshooting and tracking issues easier.

In addition, CDW's solution provided real-time monitoring of the client's systems via NimBUS. Reports and detailed device information were available to the client via the Client Operations Portal (COP). COP is the source for client-specific operational status and support documentation. This portal is designed to give clients a comprehensive view of their managed environment through a variety of reports, providing a real-time view into clients' networks, allowing for easier problem diagnosis, and supplying a better measure of network capacity for planning purposes.

Upon implementation of Availability Management, the client's Project Manager said, "Our challenge was staffing for both infrastructure management and new application rollout. CDW stepped in, brought our network systems up to code and continues to monitor and manage our network proactively."

To find out more information, call 800.800.4CDW.