



**First Indian Corporation
Private Limited**

A Member of The First American Family of Companies



First Indian Corporation consolidates operations on end-to-end Cisco architecture

Security, switching and IP technologies enhance customer satisfaction

The Company

First Indian Corporation Private Limited is a leading provider of offshore transaction and technology services to the real estate information and mortgage industry with more than 4,000 professionals in its offices in Bangalore and Hyderabad. A subsidiary of The First American Corporation, First Indian Corporation's primary focus is on the title insurance, property tax, flood certification, default management services, credit and real estate information industries.

First Indian Corporation is a pioneer in the business process outsourcing (BPO) industry in India, having commenced its image processing operations in Hyderabad in 1994, well before the offshoring wave of more recent years. Today, First Indian Corporation's staff assimilates and delivers a diverse range of information and services across BPO, knowledge process outsourcing (KPO), contact center, software development, research and analytics areas.

The need

When First Indian Corporation were moving its operations to a new facility in Bangalore, there arose the need for a highly resilient, scalable and secure network on which it could build applications to cater to current and future business needs.

The Challenge

First Indian Corporation was working under strict project guidelines and a move could have resulted in loss of productivity and revenues. Hence, migration from the existing to the new facility was highly dependent on the implementation of the network.

Cisco Solutions in use at First Indian Corporation

The technical solution at First Indian Corporation is comprised of end-to-end Catalyst 6500 switches in the Core and Access Layers with Cat 4500 for the DMZ. First Indian Corporation implemented a PIX-535 UR with failover bundle along with VPN concentrators. The company also had ISRs 3845 and IP Telephony implemented as well. First Indian Corporation has redundancy of network equipment and communication links to achieve an uptime of 99.99%. This is accomplished through multiple MPLS circuits on the Trans-Atlantic and Trans-Pacific routes for redundancy.

Further redundancy is built in by connecting First Indian Corporation's Bangalore and Hyderabad facilities to provide automatic re-routing. The company is also an end-to-end user of Cisco's switching, routing, security and IP Telephony solutions.

The entire implementation time of the Cisco network at First Indian Corporation lasted three months. First Indian Corporation worked with a Cisco Gold partner during the implementation phase. The initial technical design was done by Cisco in consultation with the customer.

Why Cisco?

First Indian Corporation chose to partner with Cisco because of its leadership in technology and its ability to provide end-to-end, robust solutions that are scalable and have a future roadmap along with investment protection.

Choosing Cisco

Talking about the decision to go with Cisco, **Mr. Anoop Hegde, Country Manager, First Indian Corporation**, said, "Cisco's solutions give us reliability, scalability and integration enhancements that enable us to provide end-to-end solutions to our customers. We chose Cisco to design and implement a network with unmatched availability, quality of service and manageability features. Cisco's catalyst range of switching solutions is the core of our network design. It provides a reliable switching platform and at the same time offer high performance and intelligent network services."

Mr. B. Ashok, Sr. Vice President, ITS, Cisco Systems (I) Pvt. Ltd., said, "The deployment at First Indian Corporation's new facility consists of extremely innovative Cisco applications. The scale and scope of the deployment was very challenging and we had to work overtime to identify the right solution and configuration that would give optimal results. First Indian was not looking at just another network vendor to fulfill its IT requirements, but a consultant who would be able to offer a secure, scalable and reliable network."