



CISCO ITES SOLUTIONS

US Technology International builds state-of-the-art facility at Thiruvananthapuram Business processing on Cisco's intelligent Networks

Overview

US Technology International Pvt. Ltd. (formerly US Software Pvt. Ltd) is a 100% owned subsidiary of US Technology Resources LLC California and part of the \$ 5 Billion Comcraft Group. US Technology provides high quality application development, maintenance, reengineering, and other IT consulting services to industry verticals like Retail, Healthcare, E-Commerce, Utilities, Telecommunications, Shipping and Transportation, Banking and Financial Services, and Manufacturing. Its clients include several Fortune 500 corporations that are industry market leaders. US Technology is the largest software development company in Kerala. KPMG has assessed US Technology at SEI CMMi and PCMM Level 5.

The need

At their new state-of-the-art facility in Thiruvananthapuram, the existing connectivity was not sufficient to run online applications due to communication delays over the 64 Kbps leased lines. More so, this was not a reliable media in locations outside the country as the link faced frequent problems of improper co-ordination due to multiple agencies. US Technology wanted reliable, robust and scalable infrastructure for their LAN and Networking requirements, which led them to look at Cisco as its technology partner.

Cisco solutions in use at US Technology International Pvt. Ltd.

US Technology selected Cisco's range of switching, routing, IP Telephony and wireless solutions to implement an end-to-end network infrastructure at the new facility. The Cisco network infrastructure at US Technology consists of Cisco Catalyst 6500 Series, 4500 Series and 3500 Series, 7900 series of IP Phones, Aironet 1200 Series Access Points, Call Managers, Unity Servers, Cisco PIX 515 Series and 2600 and 2800 Series of Routers. Around 1900 Ports are also deployed for Voice and Data traffic.

The key component of the network is the Cisco Catalyst 6500 multi-layer switch at the core, with 2GB fiber optics interlinking. It provides a reliable switching platform, while offering high performance and intelligent network services. The Cisco Catalyst LAN switches at the access layer extend control from the network core to the edge with intelligent network services including advanced Quality of Services (QoS), scalable performance, comprehensive security and manageability.

The implementation spread across the company's offices in the U.S., Trivandrum and Chennai and the timeframe for the project spanned a period of thirty-six months.

End benefits

Cisco's solutions enable US Technology to minimize network downtime and prioritize mission-critical applications. With the help of Cisco's LAN backbone running on high-end Cisco switches, US Technology employees are able to access the network from anywhere in the world.

By combining software ACD functionality with IP telephony in a unified solution, Cisco's IPCC solutions now enable US Technology to support their customers' global e-sales initiatives. In addition, the solution has dynamic reporting functionality that allows for the consolidation of timely and accurate information from resources such as the Internet, carrier networks and agent desktops. This will enable US Technology to actively monitor the performance of its new facility.

Choosing Cisco

Talking about the decision to go with Cisco, **Mr. Murali Gopalan, COO, US Technology** 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 offers high performance and intelligent network services."

Speaking about the technical and business challenges faced during the implementation of this project, **Mr. Basil Solomon, IT Manager, US Technology** said, "The biggest challenge during the implementation was the configuration of the solution along with the existing network. Initially, this had created loops, causing data collisions, but the problem was rectified and the solution is now fully functional. The most impressive part was the speed of deployment. Once the configuration issues were resolved, Cisco was able to roll-out the solution quickly."

US Technology chose Cisco because even in the trial and operational phases, it proved its technology leadership, as well as ease of deployment and scalability

Mr. B. Ashok, Sr. Vice President, Cisco Systems (I) Pvt. Ltd. said, "US Technology's deployment at its 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. The proof of the pudding is in having found a solution. This proves that technology has the power to change the way we live, work, play and learn.

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