

Systems Integrator Raises Customer Device Service Coverage



Combis uses Cisco Services Icebreaker Program to improve service coverage by 40 percent.

EXECUTIVE SUMMARY

Partner Name: Combis

Location: Croatia

Industry: IT services

Company size: 400 employees

Challenge:

- Improve customer service delivery
- Reduce administration
- Update systems

Solution:

- Cisco Services Icebreaker Program

Results:

- Increased customer network uptime by 10 to 20 percent
- Improved service coverage from 50 to 90 percent of devices
- Reduced service contract administration by 80 percent

Challenge

Founded in 1990 and acquired in 2010 by T-Hrvatski Telekom, Combis is the leading systems integrator in Croatia, with a customer base spanning telecommunications, financial institutions, public administration, industry, and small-to-medium businesses. The company's network division does everything from high-level design to day-to-day operations, and is responsible for the maintenance and support of around 70 customer networks.

Combis trades mostly in Cisco® network equipment and is careful to make sure each device sold has a valid warranty, not just to stay within customer service-level agreements (SLAs) but also to comply with Croatian law.

However, the company had traditionally recorded the service status of each customer device on spreadsheets, and as the number of devices soared, this effort became almost a full-time job for Ivan Kuleš, support and SLA manager in the IP Communications Division. Even so, in some cases, devices reached end-of-service or end-of-life status without Combis being aware.

"We really used a lot of Excel spreadsheets to keep track of equipment, and it was a mess," says Kuleš. "Almost on a daily basis, I would find I had missed something. If we didn't renew the service contract and something went wrong, then we had to do a workaround. It didn't look good in the eyes of the customer."

Solution

In 2013, Combis engaged in a new Partner Support Service agreement with Cisco, and shortly afterwards Combis was introduced to the Cisco Services Icebreaker Program. This business enablement program aims to help Cisco partners to become trusted customer advisors through improved visibility of service contract information.

"When I saw it, I thought: 'this is great. I have everything in one place, including the details about each device, which makes it easier to keep track of everything and watch out for changes in service status,'" says Kuleš.

With help from Cisco, Combis was able to introduce the Icebreaker program companywide within a couple of weeks.

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Support and SLA Manager
IP Communications Division
Combis



Results

Kuleš now spends just a few days a month keeping track of service contracts and believes Icebreaker has helped reduce his administration burden by around 80 percent. At the same time, he has been able to significantly improve the level of support offered to customers. The number of devices covered by a service contract has risen from around 50 percent to about 90 percent, and continues to rise.

Customers that manage their own networks have seen a noticeable improvement, since they are no longer likely to face delays arising from failures of equipment that does not have a service contract. “Our biggest customers are seeing a 10 percent to 20 percent improvement in uptime,” Kuleš says.

A further benefit of the Icebreaker program is that partners can more easily consolidate and co-terminate the service contracts for each device across a whole customer installed base. This capability means that the customer and partner only have to manage a single service agreement for Cisco equipment, instead of having a contract for each device.

For More Information

To find out more about the Cisco Services Icebreaker Program, please contact your partner services development manager.

