

Enterprise Network Solutions for Insurance and Finance



Formerly
Telsource Corporation

CASE STUDY

Keeping America's Top Companies Connected to the World



The Business Challenge

Information communication technologies (ICT) have revolutionized every aspect of the way companies run their businesses and service their customers. Keeping connected 24x7x365 in today's post-globalization economy has become as vital to commercial success as the very air we breathe. After all, every minute of downtime is an opportunity lost, sending customers to competitors, leaving orders unfulfilled, stopping new sales, and forcing decisions without vital information. For every enterprise operating today, ICT is mission critical for business and operations success. Yet, for the majority of companies, ICT is not a reason for being. It is not the product or service they deliver to their customers. When faced with a choice, most companies opt to spend their time and money on product development, sales and customer delivery. As a result, a serious and potentially enterprise-threatening gap emerges and widens for far too many of these operations.

“**Information technology and business are becoming inextricably interwoven. I don't think anybody can talk meaningfully about one without talking about the other.**”
- Bill Gates

The Acuative Solution

Acuative offers business solutions that fill the gap between ICT and a businesses' defined mission. At Acuative, we bring the same level of managed network service to the commercial sector as is demanded by carriers. Our Enterprise Service offerings provide companies of all sizes -- from the Fortune 50 to small and medium-sized businesses -- with network solutions that make keeping a network running as easy as flipping a light switch.

Vertical Case Studies

Every industry has its own unique set of challenges and opportunities. Acuative tailors its services to meet the specific demands of each market, and closely monitors industry developments in ICT utilization and new technology deployment that impact a company's ability to compete effectively.

Insurance

This Fortune 150 health insurer's Health Care, Group Insurance and Large Case Pensions divisions rely almost entirely on the company's network for day-to-day operations. Simply put, when the network goes down, business stops. This has been the case for more than a decade.

By 1999, the balance between transactions dependent upon the network, versus those executed by traditional mail, fax, phone and in-house database queries, had reached the tipping point. As a result, the internal company staffing and technical capabilities were

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insufficient to meet the ever-growing uptime and capacity demands on the network. What's more, costs were spiraling out of control, as diverse network architectures in operating locations across the world proved an insurmountable barrier to economy-of-scale purchasing, deployment and maintenance.

Acuative responded with global Enterprise Service solutions. Technical resources were deployed to the insurer's network-operations-center (NOC) resulting in the standardization of equipment specifications for locations across the world according to traffic volume and file sizes.

The team also provided much needed subject-matter-expertise in the selection, procurement, project management, installation and maintenance of new gear to upgrade the rapidly aging core network infrastructure at the NOC. We paid special attention to equipment choice and configuration for maximum compatibility with network protocols at partner and customer facilities, including Medicaid, Medicare, hospitals, pharmacies, nursing homes, clinics, regulatory authorities, and primary care physicians. The team then turned to the project of implementing global standardization, providing project management for the global program roll-out, and on-going field service, installation and maintenance services under a demanding service level agreement (SLA) that continues to this day.

Financial Services

With offices in over 50 countries, this Fortune 50 financial services firm had a problem -- the hardware and appliances needed to run secure financial transactions from their 4000 locations in the U.S. and Canada was going down regularly. Additionally, the manufacturers' level of service support failed to meet the demands of the financial services industry. With over 90% of all transactions taking place electronically, the failure of the network gear at the locations was significantly impacting their bottom line.

The company was looking for a single organization that could provide both remote and on-site technical support services for the Cisco routers, switches, and Riverbed Steelhead security appliances deployed in every location in North America. They needed support at service levels that exceeded that of Cisco and Riverbed, at a price point below that of the arrangements with the manufacturers, and the maintenance of a full inventory of "hot swaps" for all locations.

Acuative met with the company's technical team and reviewed the hardware failure/issue logs and manufacturers' service performance history. After mapping out resources and travel times for all locations, we responded with a full-service installation and maintenance service for the Cisco and Riverbed gear supporting the full North American operational footprint. It featured a stringent SLA for 2- and 4-hour on-site response for each of the 4000 locations under our Enterprise Solutions' 'ValuNet Maintenance Program.' Under our maintenance program, the network stabilized, and we exceeded both customer expectations and SLA requirements. As a result, the company recently renewed their contract with Acuative.

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About Acuative Enterprise Services

Acuative Enterprise Services helps companies of all sizes deal with the constantly changing network landscape. We offer a complete line of network management services, allowing our customers to resolve even the most difficult network support and maintenance challenges through a service tailored to their industry and individual standard operating procedures.

Prompt, reliable network service from an Acuative field services technician, coupled with 24x7x365 network performance monitoring, ensures that the network is fully operational and functioning at peak efficiency. Acuative even offers total network infrastructure outsource solutions, taking ownership of all network equipment, and full responsibility for network performance levels. In the end, clients gain global support, deployment and network management services without the large up-front and on-going costs involved with building, managing and maintaining a support infrastructure internally.



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