Top 10 Healthcare Provider

- **Had established a Cisco self-sparing model**
- **Costly spares/inventory management across 1,282 locations**
- **Driven by Opex reductions to repurpose budget savings**
- **Driven by IT Asset Management simplification**

Client situation

This client first learned of XSi at a Gartner Procurement Summit. We later learned they had already adopted a Cisco parts self-sparing model to impact their SMARTnet spend, but lacked the necessary ITAM protocols to minimize outages, while minimizing the headache, costs and risk associated with self-sparing. Certainly, Cisco's 2017 EULA change had also raised new concerns about entitlement compliance. With a growing asset base of EoS systems, their desire to grow a self-sparing model was hindered by an incomplete and costly plan.

Client issue or request

This client wanted to have the freedom to extend asset useful life to control CapEx, but not be penalized by expensive or wasteful SMARTnet spend. While it's self-sparing model was a logical one, it had grown costly to manage without protocols, knowledgeable asset management leadership and systems permitting program transparency. Upon learning the risk associated with Cisco entitlements, their increasing need to find external help caused their discovery of XSi at the Gartner event to be one of perfect timing.

XSi Solution

XSi provided in-depth audits of all parts inventories, loading important asset data and milestone dates into its SaaS-based CMDB, an agreement to move all spares into our controlled warehouse system, the establishment of forward-stocking locations, the manual validation/collection of missing entitlements, CMDB details/reporting that enabled simpler access to actionable data to further reduce CapEx/OpEx spend. All entitlements are tracked and updated within the CMDB, assuring 100% compliance. We also provided "One-Call" service, where we will open tickets for assets still under SMARTnet.

Outcomes

Per its audits, XSi found 2.5X the inventory volume the client had estimated. XSi then identified assets eligible for independent support, driving savings of 80-85% (from Cisco pricing) and first-year OpEx reduction of $800,000. XSi supports 1,282 locations with full logistics, forward stocking depots and a team of more than 100,000+ contracted field techs. In addition to sparing labor reductions, asset transparency provided by XSi's CMDB ensures 99.9% inventory accuracy, eliminates procurement mistakes and costs for redundant/lost assets and the assurance of 100% entitlement compliance.

80+% Cost Reductions

Increased Network Uptime

100% Entitlement Compliance