Leading Fast-Food Provider Adopts Cisco Software-Defined Access with Skyline ATS Mentored Install Network Training Services (MINT)

The Client

Known as the "Company" for the purpose of this case study, the Company is a well-known American fast-food restaurant chain with 2,200 locations, primarily serving the West Coast of the United States for more than 68 years.

Vertical

Retail/Restaurant

The Challenges

- The Company needed to get their Cisco Software-Defined Access (SD-Access) implementation back on track after unforeseen obstacles with their initial deployment.

- Augment the Company's technical capabilities while maintaining business continuity during an HP to Cisco environment migration.

- Empower the Company to self-manage their SD-Access deployment.

The Solution

Provide the Company hands-on training, while successfully deploying Cisco SD-Access with Skyline ATS through the Mentored Install Network Training (MINT) Program.

Overview

Deploying Cisco SD-Access solutions require organizations to develop a new set of skills with deep technical experience that is best learned from practice. That is why the Company selected Skyline ATS to not only repair challenges from their initial deployment, but to get them back on schedule.

As a preferred service partner in the Mentored Install Network Training (MINT) Program, Skyline ATS's Knowledge Services was positioned to ensure the Company optimize the full value of their investments with Cisco DNA technical expertise, hands-on training and expert knowledge transfer.

The scope of work consisted of:

- Twenty two (22) Switches
- Two hundred (200) Endpoint Clients (wired and Meraki wireless)
- Two (2) routers
- Three (3) DNAC Appliances
- One (1) ISE node

Responding with flexibility and speed, Skyline ATS would tailor a Mentored Installation training service that would restrengthen the Company's confidence in their solutions and Cisco partnerships.

Reasons the Company chose Cisco SD-Access

- Operates on their existing infrastructure

- Offers options for scalability

- Provides insights into future network

- Enforces automated access and consistent security policies across the network

The Challenge

To create a forward-looking networking infrastructure for their new location, the Company faced the following challenges:

- Ensuring business continuity and support while reducing operational risk for their SD-Access deployment during an HP to Cisco environment migration.

- With a newly-ambitious timeline and a second chance to redeploy their SD-Access implementation, collaboration and success were essential for the Company, Skyline ATS, and Cisco.

- Develop in-house expertise to self-manage their own SD-Access solution.

Recognizing these challenges, Skyline ATS needed to respond swiftly with solutions to accelerate time-to-value.

The Solution

To face challenges head-on, Skyline ATS carefully conducted a scoping session to review and assess the Company's needs and requirements. These phases would help mitigate any further risk while ensuring the proper knowledge transfer during redeployment.

01	02	03	04
ASSESS	**INSTALL & CONFIGURE**	**TEST**	**TRAIN**
Identified business objectives, technology requirements and gathered information about the network environment.	Install and configure Cisco DNA Center then completed a network discovery and inventory through the Cisco DNA Center appliance.	Document and conduct testing to ensure that the deployment is working as designed.	Deliver knowledge transfer including how to navigate Cisco DNA and more. Completed the project hand-off to the network team.

As a result, Skyline ATS's Mentored Installation training service provided hands-on training and skills transfer on Cisco DNA center and Identity Services Engine (ISE) that consisted of:

- On-site resources for five (5) days to assist with design
- Implementation, testing and training on the new solution, including Campus Network Assurance and Network Device On-boarding (PnP)
- Software Image Management (SWIM)
- Network Segmentation
- Scalable Access Policies
- Post support

To execute these deliverables, the Company and Skyline ATS would work closely together to successfully redeploy SD-Access.

Skyline Advanced Technology Services (ATS)
800.375.9546
info@skyline-ats.com | www.skyline-ats.com

CISCO
Partner

The Results

MINT was an essential asset to the Company in rolling out one of their first SD-Access projects. Although they experienced obstacles with their initial deployment, MINT allowed the Company to leverage Skyline ATS's technical expertise and services to deliver milestones smoothly and efficiently.

With Cisco DNA Center deployed and integration with Cisco ISE being configured, the Company would have the confidence to deploy future Cisco deployments. In the end, a useful, straight-forward skills transfer laid the foundation for the Company to become self-sufficient in realizing the full value of their SD-Access solution.

Best Practices →

1. Planning for deployment readiness is optimal in the presales cycle. By engaging Skyline ATS early on, you minimize your deployment risks. Whether it's through programs like MINT or Skyline ATS's Knowledge Services, planning and increasing skills in advance ensures you can successfully deploy Cisco technologies.

2. When it comes to technology investments, enabling learning, discovery, and engagement ensures customers are developing the skills required to design, build, maintain and operate enterprise level systems before, during, and beyond product life-cycles.

3. MINT increases skills and reduces risk. As an authorized MINT provider, Skyline ATS can provide valuable Cisco DNA and SDA technology support to optimize knowledge transfer and deployments. A successful redeployment for the Company became more feasible by leveraging Skyline ATS's partnership.

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CISCO
Partner