

# Cisco DNA Center Deployment and Network Refresh for a Global Pharmaceutical Client



## Vertical

Pharmaceutical

## The Client

Global pharmaceutical business that develops and markets products for the diagnosis and treatment of diseases in the following areas:

- Central nervous system
- Oncology
- Gastroenterology
- Ophthalmology
- Cardiovascular

## Size

50,000 Employees worldwide  
Over 180 Affiliated Companies  
Over 150 Production Sites  
50 R&D Sites

## The Challenges

With the ever increasing scale and complexity of their business, the IT staff was struggling to keep up with the day-to-day network support activities associated with deploying, provisioning, monitoring, and optimizing the network. To solve this challenge, they would need to upgrade the network and implement an automation and assurance platform to provide the tools necessary to streamline their support activities and increase their visibility and awareness into the network.

Another challenge that was introduced - how do you do a network refresh, as well as deploy an automation and assurance platform, during a global pandemic?

## The Solution

Network Upgrade and Deploy Cisco DNA Center – Automation and Assurance.

The client decided to implement Cisco DNA Center at the same time they were performing a network refresh. By using several remote support techniques, Skyline ATS was able to provide assistance to deploy and configure Cisco DNA Center as well as support the network refresh simultaneously. To better understand the intricacies of the automation and assurance tools included with Cisco DNA Center, Skyline ATS was also able to deliver remote hands-on training to the IT staff.



## Overview

The need for intent-based networking is growing as more segments of the market depend on highly-reliable, adaptable computer networks. Cisco DNA Center provides a centralized management dashboard for complete control of this new network. Full automation capabilities for provisioning and change management are enhanced with intelligent analytics that pull telemetry data from everywhere in the network.

As a preferred service partner in Cisco's Mentored Install Network Training (MINT) program, Skyline ATS' Knowledge Services was positioned to ensure the client 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:

- High-level design workshop
- Deploy/upgrade Cisco DNA Center Appliance
- Perform basic discovery and configuration of Cisco DNA Center
- Setup Software Image Management (SWIM)
- Provision configuration templates
- Configure Data Assurance and analytics



# The Solution

To face challenges head-on, Skyline ATS carefully conducted a scoping session to review and assess the client's needs and requirements prior to the roll-out. These discussions allowed the client to understand the deployment steps and the impact this would have on the entire organization. Over-the-shoulder knowledge transfer was also conducted to allow the client to not only understand what was being deployed but how to operate the new system at the conclusion of the project.



## ASSESS

Identified business objectives, technology requirements and gathered information for deployment path and strategy.



## INSTALL & CONFIGURE

Installed and configured Cisco DNA Center, configured basic automation tools, and implemented assurance. Deployed new network devices using Cisco DNA Center automation tools.



## VALIDATE

Documented and conducted testing of Cisco DNA Center for proper operations. This included deploying several devices using the embedded automation tools: SWIM, Config Management, PnP, etc.

An analysis of the information gathered by Cisco DNA Center assurance tools was also performed.



## TRAIN

Delivered knowledge transfer including how to navigate. Provided first day service. Completed the project hand-off to the network team.

As a result, Skyline ATS' Mentored Installation training service provided hands-on training and skills transfer that consisted of:

- Remote engineering support - 5 days
- Deploy and configure Cisco DNA Center
- Install new Cisco network devices using DNA Center
- Knowledge transfer on 'How to operate a DNA Center'

# The Results

The client needed a solution that was highly reliable, easy to manage, and resilient for access to pharmaceutical systems and business applications. This was an essential asset to the client in rolling out a continued upgrade within their corporate network, while ensuring manageability, interoperability, and their ability to scale.

In the end, a useful, straight-forward skills transfer laid the foundation for the client to become self-sufficient in realizing the full value of their wireless solution.

## Best Practices

1. Planning for deployment readiness is optimal in the cycle. By engaging Skyline ATS early on, you minimize your deployment risks. Whether it's through programs like Cisco's MINT or Skyline ATS' Professional 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, Skyline ATS ensures clients are developing the skills required to design, build, maintain and operate their network solutions.
3. Mentored Installs increase skills and reduces risk. A successful redeployment for the client became more feasible by leveraging a Skyline ATS partnership.