

HEALTHCARE ORGANIZATION UTILIZED A HYBRID SUPPORT STRATEGY TO REALIZE 62% SAVINGS AND ENHANCED FLEXIBILITY

Situation Overview

- Large (\$7B+) multi-site healthcare organization managing a network infrastructure comprised of current and legacy Cisco equipment across 150 locations
- Struggling with the **complexities of managing and maintaining non-standardized equipment** across so many geographically separated sites
- The IT team did not know exactly what gear was being used at each location
- Were **utilizing Cisco SmartNet** support on all devices with a single SLA that did not always match the gear under support
- Became **concerned that the cost of their annual SmartNet renewal (\$1.3M) was cost prohibitive**

200+ LEGACY DEVICES
SPREAD OVER
150
LOCATIONS

Trifecta Solution

- Trifecta recommended and helped **execute a hybrid support model, saving \$800K, or 62%**, when compared to the 100% SmartNet model
- **Savings were driven** by taking an **objective view of the problem and customizing a model** for their exact needs:
 - Upgrading devices to newer model **5-Star Certified pre-owned equipment** that conformed with their network standards (relying on Trifecta's lifetime warranty) was most **cost-effective**
 - Identified locations where having a few **preconfigured hot-swappable spares on hand**, rather than buying SmartNet contracts on each device at that location, would work
 - Remaining equipment was put under a **Tri-Net coterminous support contract aligned with their other SmartNet contracts**



Client Outcome

- Customer **valued Trifecta's flexibility** around different SLAs (four-hour, next business day, part to site, part and tech to site, etc.) for different locations as well as the ability to **add or remove equipment** from the contract **at any time** (rather than being locked into the contract term) and make **all contracts coterminous** where needed
- Our **customized online portal** showed all their devices, IP addresses, models, and serial numbers in one place and provided **one place for submitting tickets and tracking outcomes**
- **Savings were used for a much-needed phone system upgrade** for which they utilized **Trifecta 5-Star Certified equipment and professional services** for warehousing, configs, staging and ultimately fully-managed nationwide deployment

\$800K 
IN SAVINGS

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Trifecta's Maintenance is great. We saved a ton of money, improved outcomes and were able to allocate savings to other essential projects. Furthermore, the entire team at Trifecta was knowledgeable, professional and an absolute joy to work with. They rolled up their sleeves and came up with a custom solution and improved our experience with a new portal for assets.

Sr. Contract Data Analyst

