

Customer Focused Case Studies



A Lens Manufacturing Company

Driving Successful Business Outcomes



Opex Savings



Reduced Costs



Resource Optimization



Risk Mitigation

Customer Challenge

Poor SLM data view

Customer Impact

- × Difficult to see the pools or categories.

Our Solution

Offered the SLM option on RACS BI, that breaks down the assets per pool.

Outcomes

- ✓ Customer benefits from saving money, in case they ever need to re utilize a license, not to spend money on licenses never used and also transferring licenses from one pool to another one when possible
- ✓ easier to see it on RACS BI than on the Smart Account on Cisco, therefore it was easier to keep track of all those movements.



Fortune 200 Financial
Services Company

Driving Successful Business Outcomes



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Customer Challenge

The customer's Install Base (IB) data was not accurate and did not align with EA..
The OEM database was also not updated, with misalignment of minor and major asset types. Furthermore, the problem in the database was compounded by inappropriate asset tagging.

Some assets had end dates before the EA end date & and wrong asset coverage.

Customer Impact

- × Eligible assets were missing coverage they were eligible for.
- × Customer was not aware if there are critical assets missing EA coverage.

Our Solution

EA analysis to identify Expired Assets, Assets Expiring before EA end date (highlighting assets covered till LDOS), Assets covered till EA end date and Never Covered assets.

Outcomes

- ✓ A lot of uncovered assets were found that were put under contract in the EA at no extra cost by Cisco.
- ✓ There were a few Security assets that were found to be Never Covered and posed threats as these were critical. These were put under the EA contract as well.



Education Services
Provider



Opex
Savings



Reduced
Costs



Resource
Optimization



Risk
Mitigation

Customer Challenge

A higher education services provider lacked an effective system for tracking and serializing their devices, leading to inaccuracies and confusion on critical customer information and asset maintenance costs.

Customer Impact

- × Inconsistent device data
- × Device coverage risk
- × High asset maintenance cost
- × Efficiency /Time cost

Our Solution

Our solution provided this customer with tooling automation to quickly identify areas of over-coverage and request Cisco credits, saving them \$140K in maintenance costs over a 3-year period.

Outcomes

- ✓ OPEX Savings
- ✓ Spend optimization: \$140K in overspend savings (credits)
- ✓ Data management: RAY ALLEN introduced a device serialization system
- ✓ Increased Data Accuracy
- ✓ Simplified Billing
- ✓ Better Asset Visibility

“

We now have a resource to house the data on our equipment and service contracts where we can quickly access information. It also gives us the opportunity to do regular uploads ensuring the data is current and accurate.”



Global Financial
Services Company



Opex
Savings



Reduced
Costs



Resource
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Risk
Mitigation

Customer Challenge

A large financial service company sought an asset management solution to identify potential areas of savings and operational risk reduction via a global value-added reseller (VAR) within RAY ALLEN's network.

Customer Impact

× Cost pressures

Our Solution

We delivered asset management solution, where in we provided PMC rebate management that brought \$20k in annual resource savings.
Also, streamlined change management with monthly/quarterly financial and non-financial MACDs reporting.

Outcomes

- ✓ Opex Savings
- ✓ Spend Optimization - : \$17M savings of potential wasted spend on terminated devices
- ✓ Cost Savings- \$60K annual savings
- ✓ Accurate and timely MACD processing



Global Financial
Services Company

☐ Opex Savings

☐ Reduced Costs

☒ Resource Optimization

☒ Risk Mitigation

Customer Challenge

A large financial service company sought an asset management solution to identify potential areas of savings and operational risk reduction via a global value-added reseller (VAR) within RAY ALLEN’s network.

Customer Impact

- × Asset Coverage Risk because of limited insights/audit
- × Poor Data Quality

Our Solution

Over a 3-month period, our solution delivered lifecycle management and insights, including device auditing, for the customer’s entire install base, as well as BI insights that identified 4 highly critical devices (devices with over \$15K annual SNET cost) in potentially ‘missed’ revenue for the partner.

Outcomes

- ✓ Risk Mitigation: Overall risk reduction as a result of RAI’s customer data audits and recommendations for comprehensive asset coverage
- ✓ Data quality integrity: Review and rectification of device coverage policy as a result of data discrepancies discovered by RAI



Healthcare Services
Company



Opex
Savings



Reduced
Costs



Resource
Optimization



Risk
Mitigation

Customer Challenge

A large healthcare services customer was facing potential vulnerabilities, downtime risk, and denial-of-service issues, due to internal complexities and manual asset management processes.

Customer Impact

- × Risk across denial-of-service issues / downtime
- × Manual Asset Management

Our Solution

RAI worked with this customer to facilitate more informed decision making around coverage spend, enabling them to reduce risk associated with their software licenses, gain time and cost efficiencies, and cut down on IB maintenance costs.

Outcomes

- ✓ OPEX Saving
- ✓ Identification of assets prone to potential vulnerabilities or risks
- ✓ Risk Reduction:
 - Reduced Smartnet cost: \$109K
 - Identified underconsumption of licensing by \$127K
 - Identified cost exposure of \$1.5M already past and going End of Life in 0-6 months
- ✓ Achieved Efficiency Gains / Resource optimization
- ✓ Cost Savings
 - Prevented additional spend of \$137K of maintenance
 - Net cost savings: \$94K

“

I honestly don't know how we'd go forward managing our inventory without [Ray Allen] ”



Global Financial
Services Company



Opex
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Risk
Mitigation

Customer Challenge

Lack of inventory visibility, lack of control over IT spend, gaps in coverage, no EOL/EOS analytics, lack of consistent MACD process and painful renewal processes

Customer Impact

- × Challenges in IT spend management & budgeting
- × Inconsistent device data
- × Device coverage risk
- × Missing EOL/EOS insights

Our Solution

Hardware Lifecycle Management: A global inventory visibility and day to day management of MACDs and creation of a global renewal process

Outcomes

- ✓ Opex Savings
- ✓ Single Pane of Glass visibility to global assets
- ✓ IT expense controls, delivering est. savings of \$100K per year
- ✓ Decreased risk in processing MACDs
- ✓ Better contract management and timely deployment of inventoried devices
- ✓ Accurate EOL/EOS reporting