

# impact

## Customer Collaboration



You may have heard me say once or twice (okay-admittedly a lot more than that!) that there is nothing more important

than our customers... Well, one of the ways that I live that mantra is by participating in our Enterasys Customer Council (ECC). The ECC provides customers with direct access to our product managers and executives and gives them the opportunity to help us drive improvements at Enterasys in areas of product development, services, training, marketing, supply chain, sales and IT.

We recently held an ECC meeting during Interop Las Vegas which brought together fourteen customers representing seven vertical industries and six countries to discuss current challenges in IT and how we can continue to provide relevant technology solutions. The ECC opened up with a welcome dinner on the first night which provided a great opportunity to get people acquainted as we had five repeat customer attendees and nine new customer attendees.

Trent Waterhouse, Barry Cioe, Steve Hargis and I spread out around the table in order to jumpstart the conversations. The conversation predictably started out about technology, but then took some unpredictable turns which broke the ice with laughter as people talked about their very first jobs. It was a fun evening which provided the platform for the meaningful dialogue that would unfold over the next two days. Steve Hargis provided a report card to the group on how Enterasys has responded to ECC requests and I was pleased to hear that we measured up very well.

The next day the ECC members discussed the continued challenges they are having with network security, server consolidation/virtualization, as well as a host of other IT issues and compliance mandates. Customers shared how they are struggling to keep operations running with the same staff and smaller budgets while deploying new voice/video/data applications – including IP-based surveillance cameras and HD video conferencing.

One healthcare customer shared how they are enabling web access for surgeons to foster collaboration with peers and enable on-demand access to the latest research information, during surgical procedures! Another person who is new to his CIO role expressed how difficult it was to hire certified Enterasys IT staff. All of our other ECC members stated how they just advertise for CCIE's, receive lots of resumes, and choose the best candidate. If a person has fundamental networking skills, after a single Enterasys training class, they have a fully qualified Enterasys professional. All agreed the learning curve is minimal. In fact, since the ECC meeting we have already developed a fast track course for CCIE customers to receive their Enterasys Certification (ECIE). See page 4 for more information.

John Gallant, CEO of Network World joined the ECC for an extremely interesting roundtable discussion where views were shared about security, convergence, and network operations. We started over lunch on the topic of "Green IT" with John facilitating. The first part of the conversation was "What is your definition of Green IT?" and the answer varied, but the common theme was "savings in cooling, power and space costs." We also discussed whether the driver

for Green IT was environmental responsibility or cost reduction, and the answer was clearly reducing cost.

John drilled-down on this and every member of the ECC commented that cost reduction in IT infrastructure, even while supporting more applications like voice and video, is the main driver behind all of their IT decisions. They all complimented Enterasys for our customer support and told anecdotal stories about real-life situations where Enterasys came through for them. The council members also shared with Mr. Gallant why they continue to invest in Enterasys, and some of the clear advantages that their Enterasys deployments have given their businesses.

Before the meeting drew to a close, the ECC members were able to spend time on the Interop show floor and took a private tour of the InteropNet where they saw, first-hand, the Enterasys network in action, running the entire Interop event. InteropNet was the favorite highlight of the ECC, and they encouraged us to issue [press releases](#) and [whitepapers](#) with all of the details about the design and statistics for this standards-based, open-architecture network.

The ECC meeting was extremely productive and serves as a perfect example of how Enterasys collaborates with our customers to deliver solutions that help them get their job done better, faster and more cost-effectively. I would like to personally thank all of our ECC members for taking the time to share your thoughts with us and to help set our product direction for the coming year. I am already looking forward to our next meeting.

## inside

### 2

**Enterasys Scales Dragon Intrusion Detection & Prevention**

**\$1000 Winner!**

### 3

**Leading Financial Services Firm Replaces Cisco with Enterasys**

**Turkish Ministry of Justice Trusts Enterasys to Prioritize and Secure Nationwide e-Justice System**

**Win \$1000**

### 4

**Fast Track Enterasys Certification for CCIEs**

**Coming Next Month**



## Leading Financial Services Firm Replaces Cisco with Enterasys



Securities America Inc., one of the nation's largest independent securities brokers/dealers, has chosen Enterasys software and hardware to replace its complex and expensive Cisco-based network infrastructure to enable business growth through new service-oriented architecture (SOA) web applications aligned with the company's defined growth strategy for the coming year.

"Our experience has shown Enterasys is easier to use, less complex to understand, and more manageable than Cisco as we automate the protection of our networked resources with security that's built-in rather than bolted-on," said Dustin Trager, Director IS Operations for Securities America. "With greater than 90% of our 5,000 advisors and independent

contractors remote from our headquarters, and only two full-time network operations employees, the simplicity of the solution is just as crucial as its reliability and performance."

"There was no learning curve when we made the switch, and training was minimal due to the intuitive nature of the Enterasys management platform," Trager said. "And perhaps most importantly, we have far greater visibility and control over who does what and who can go where in our network. Enterasys policy-based security and priority is business-oriented – based on users and applications. Our previous Cisco solution was too technology-oriented and required manual changes to access control lists and VLAN configurations every time there was

a move, add, or change. Enterasys adapts to all our changes and user mobility automatically."

Securities America's migration from Cisco to Enterasys has been implemented without disruption to employees, financial professionals or customers. Trager says that if he were to give a peer advice on a network solution, he would strongly recommend Enterasys as an alternative to Cisco. "Based on the total cost of ownership (TCO) alone, Enterasys is the winner," he said. "They simplify day-to-day operations and offer a superior support experience without requiring a lot of staffing and training. Enterasys offers everything we need—and more."

Please read the [full story](#). ■



## Win \$1,000

### What is your longest running Enterasys device?

You know that Enterasys products are built for a long technology lifecycle...but just exactly how long? Please send us a screenshot or cut-n-paste of your Enterasys/Cabletron device with the longest running system uptime without a reboot or power cycle reset.

Submit your answer to [impact@enterasys.com](mailto:impact@enterasys.com).

Enter the word "Contest" in the subject line. One winner of the \$1,000 prize will be selected and announced in the July edition of *Impact*.

**Good luck!**

*Enterasys employees and their families are not eligible to enter.*

## Turkish Ministry of Justice Trusts Enterasys to Prioritize and Secure Nationwide e-Justice System



The Republic of Turkey Ministry of Justice National Judiciary Information System (UYAP) has chosen Enterasys to provide secure networking for more than 40,000 government employees and 66,000 lawyers, managing over 65 million documents related to more than 24 million case files. This decision to go with Enterasys has allowed UYAP to optimize processes from hours and days to minutes, saving over €45 million annually while reducing labor requirements by 30 percent.

UYAP connects all of the country's courts, public prosecutors

services, prisons, judicial institutions and other government departments via the single largest network in Turkey. Using Enterasys NetSight® centralized visibility and control management software, over 75,000 networked devices are able to be supported by a team of 20 network operations personnel. Enterasys technology has adapted to UYAP's diverse needs and constantly changing requirements, without requiring any new headcount to maintain service-oriented network operations.

The Enterasys network supports more than 20 million annual legal filings, with more than 200,000 documents being added to UYAP on a daily basis. More than 40,000 employees have been trained on how to use UYAP — over two-thirds via distance learning over the Enterasys network. The Enterasys Secure Networks solution cost-effectively aligns the network with their governmental needs to optimize and automate former paper processes and thereby reduce administrative, communication and legal filing costs.

Please read the [full story](#). ■

## Fast Track Enterasys Certification for CCIEs

Calling all CCIEs! Here's your chance to apply everything you've learned in your Cisco CCIE Routing & Switching certification course to become Enterasys internetworking certified (ECIE) in just one 5-day class (normal ECIE certification requires 21 days of classroom training).

You've already acquired all the basic networking knowledge with Cisco. Let Enterasys show you how to leverage that knowledge in an Enterasys environment and you'll gain advanced skills at a fraction of the time and expense it would normally take to achieve ECIE level certification.

The Enterasys Advanced Infrastructure Certification for CCIE course will help customers and partners with a solid understanding of network connectivity solutions achieve the next level of professional advancement. The course will cover the advanced internetworking techniques necessary to unleash the power of Enterasys' identity-based, service-oriented networking solutions:



- **Switching and Routing** concepts overview including:
  - Switching: Device Management, VLAN concepts, and Rapid

- Spanning Tree
  - Routing: BGP, OSPF, VRRP, DVMRP and Policy Based Routing

- **Network Management** with the focus on Enterasys NetSight centralized visibility and control:
  - Console: FlexViews, Compass and Topology Manager
  - Inventory Manager: Firmware upgrades, configuration template usage and capacity planning
  - Policy Manager: Overview and understanding of QoS, Authentication mechanisms, Enterasys Policy Implementation, Roles, Classification Rules and Policy Deployment
- **Wireless** discussions on topics including:
  - RoamAbout Switch Manager (RASM), planning tool, rogue AP detection/countermeasures, and authentication mechanisms

If you are interested please contact your Inside Account Manager for more information or visit <http://www.enterasys.com/services-training/courses/advanced-infrastructure-certification-ccie.aspx> ■

### Coming Next Month

The July issue of *Impact* will include these items and more:

- Enterasys NAC Updates
- InteropNet success story

*Impact* is published monthly for Enterasys Networks customers.

We welcome your questions, comments, and suggestions.

Please email [impact@enterasys.com](mailto:impact@enterasys.com)

