

Servion strengthens its security posture with Cisco

Servion improves its network visibility, control access and contains threats with Cisco.



“The difference between success and failure for a business, is customer experience.”

Jayan Narayanan,
Head IT at Servion Global Solutions

It's what we deliver to our customers that defines who we are.

It's no easy feat delivering world-class omni-channel customer experience solutions. Servion is in the business of building next-generation contact center solutions. It prides itself on creating efficient and seamless solutions that help its clients deliver exceptional customer experiences.

“We have to ensure impeccable quality, and that becomes especially critical when our clients include some of the world's leading enterprises that collectively touch the lives of millennials with over 10 billion customer interactions each year, across 60 countries in 6 continents,” says Jayan Narayanan, Head IT at Servion Global Solutions.

Servion enables business transformation for enterprises in the area of customer experience management (CEM) with platform-led solutions that automate and integrate customer interaction channels. It has IP platforms such as ServDesignSM, ServIntuitSM, ServInsightsSM, ServCloudTM and ServCareSM that enable enterprises to drive the true value of their CX investments and build their Customer Engagement Hub.

To be leaders in customer experience management, we partnered with the world leader in IT and networking.

Over the past two decades, Servion has evolved from being a single channel (voice) interaction expert to being an industry pioneer in omni-channel customer experience. From the start of its journey, Servion has come a long way – growing manifold both in terms of its customer-base as well as its offerings. Along its journey, the company realized that to really make the leap to the next level, it needed the right technologies.

Servion, like most large organizations was wrestling with its legacy systems that worked in silos. The company had multiple solutions from multiple vendors, most of which were not smoothly integrating with each other. Servion knew that it was not able to tap into analytics and business insights from data because of its disparate infrastructure.

“When your livelihood depends on delivering digital transformation to your customers, you need to ensure that you are on top of the game,” says Jayan, “we needed our systems to talk to each other, seamlessly.”

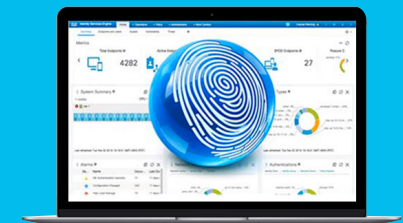
In addition, this also exposed the company to security threats. And with ransomware attacks becoming commonplace, Servion could not risk the loss of sensitive data – not just its own, but its customers’ as well. With this in mind, it started assessing available solutions in the market.

“Cisco’s vision and roadmap appealed to us and resonated with our own, and it made perfect sense to choose them as our partner. Our journey with Cisco began eight years ago, and over the years we have assessed and implemented a large array of Cisco solutions, and we look forward to exploring more in the future,” says Jayan.

Cisco solutions implemented by Servion

To enhance its security posture, Servion implemented the following security solutions: [Cisco Identity Services Engine \(ISE\)](#), [Cisco Umbrella](#) – the industry’s first Secure Internet Gateway in the cloud [Cisco Advanced Malware Protection \(AMP\)](#) for endpoints, and the next-gen firewall

Cisco ISE



Cisco Umbrella





The results

It's more than security, it's peace of mind: During the 2017 ransomware attacks, when most companies were nervous about possible breach, Servion was secure in the knowledge that it was protected by Cisco's intelligent security solutions, that not just block but predict and uncover even emerging threats. Servion's infrastructure is stable, and the company feels far more in control than before.

Better productivity, efficiency and speed: When all the systems talk to one another, everything becomes more efficient. There are fewer system downtimes, and that means employees can focus on higher value tasks than fixing system issues. Network automation helped increase operational simplicity and speed.

In conclusion

When all systems work together, it's like a well-oiled machine, or even better, an orchestra that's in perfect synchrony. Servion is now able to truly deliver world-class solutions to its customers, and focus on innovating further to improve customer experience. This is made possible by technology that takes away the worry and ensures that infrastructure that is supposed to run smooth, really does.