

InVentiv Health Deploys Global Collaboration

ISR deployment allows worldwide employee and customer collaboration with voice, data, and video capabilities.

EXECUTIVE SUMMARY

<p>InVentiv Health</p> <ul style="list-style-type: none"> • Healthcare • Somerset, New Jersey • 7,100 employees
<p>BUSINESS IMPACT</p> <p>Benefits delivered by the Cisco solution include:</p> <ul style="list-style-type: none"> • Enhances productivity via real-time collaboration. • Supports high-definition video and large data loads. • Shortens delivery time for connectivity. • Reduces maintenance time and costs.
<p>PARTNER PROFILE</p> <p>inVentiv Health provides commercial, clinical, communications, and patient assistance services for customers in the life sciences and pharmaceutical industries, serving more than 350 clients such as Bayer Corporation, Bristol-Myers Squibb, and Noven Pharmaceuticals.</p>



Business Challenge

inVentiv Health is the world's leading provider of commercialization solutions for the healthcare and pharmaceutical industries. The company delivers customized clinical, sales, marketing, and communications solutions through 30 individual business units that are organized into four segments. Serving more than 350 clients such as

Bayer Corporation, Bristol-Myers Squibb, and Noven Pharmaceuticals, inVentiv Health has been growing via a steady stream of acquisitions, resulting in a very diverse, dynamic, and geographically dispersed organization.

According to Sean Burke, vice president of network operations for inVentiv Health, one of the company's biggest challenges is collaboration. "We're a global organization," he says. "A lot of what we do is provide knowledge. We have to be able to leverage the collective intelligence of our multi-disciplinary teams of knowledge experts. We may have a senior leader in New York City who needs to collaborate with a team in Los Angeles who will then deliver a solution to a client in Chicago. This needs to happen in real time, using voice or video and large amounts of data. Finding ways to allow our teams and clients to do that seamlessly is really, really a challenge for us."

inVentiv Health also wanted to reduce overall company travel time to achieve its objectives for cost containment, enhanced productivity, and better quality of life.

Solution and Results

To meet this challenge, inVentiv Health deployed high-definition video communication to its major offices, with plans to extend deployment to all office locations using Cisco® Integrated Services Routers (ISRs). The ISRs function as the primary head end for the all of the branch offices that provide all the network connectivity, WAN acceleration, and voice termination. The ISRs also provide a voice gateway for all of their Cisco Unified communications deployment.

“The ISRs are really the foundation for most of the networking that drives our business,” says Burke. “They provide most of the core networking services that really make our business work.”

One of inVentiv Health’s biggest problems has been time to deliver. Increasing connectivity to a site takes anywhere from one to three months, depending on what the carrier can provide. The company has also faced time-consuming system maintenance challenges. Utilizing Cisco ISRs has allowed inVentiv Health to do both of those things in a shorter period of time, and has simplified its maintenance dramatically.

“Cisco’s ISR is the foundation for all of our networking services, providing branch office connectivity, voice, video, and WAN acceleration. It allows us to be faster and more flexible than our competition.”

Sean Burke, Vice President of network operations, inVentiv Health



Americas Headquarters
Cisco Systems, Inc.
San Jose, CA

Asia Pacific Headquarters
Cisco Systems (USA) Pte. Ltd.
Singapore

Europe Headquarters
Cisco Systems International BV
Amsterdam, The Netherlands

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at www.cisco.com/go/offices.

CCDE, CCENT, CCSI, Cisco Eos, Cisco Explorer, Cisco HealthPresence, Cisco IronPort, the Cisco logo, Cisco Nurse Connect, Cisco Pulse, Cisco SensorBase, Cisco StackPower, Cisco StadiumVision, Cisco TelePresence, Cisco TrustSec, Cisco Unified Computing System, Cisco WebEx, DCE, Flip Channels, Flip for Good, Flip Mino, Flipshare (Design), Flip Ultra, Flip Video, Flip Video (Design), Instant Broadband, and Welcome to the Human Network are trademarks; Changing the Way We Work, Live, Play, and Learn, Cisco Capital, Cisco Capital (Design), Cisco Financed (Stylized), Cisco Store, Flip Gift Card, and One Million Acts of Green are service marks; and Access Registrar, Aironet, AllTouch, AsyncOS, Bringing the Meeting To You, Catalyst, CCDA, CCDP, CCIE, CCIP, CCNA, CCNP, CCSP, CCVP, Cisco, the Cisco Certified Internetwork Expert logo, Cisco IOS, Cisco Lumin, Cisco Nexus, Cisco Press, Cisco Systems, Cisco Systems Capital, the Cisco Systems logo, Cisco Unity, Collaboration Without Limitation, Continuum, EtherFast, EtherSwitch, Event Center, Explorer, Follow Me Browsing, GainMaker, iLYNX, IOS, iPhone, IronPort, the IronPort logo, Laser Link, LightStream, Linksys, MeetingPlace, MeetingPlace Chime Sound, MGX, Networkers, Networking Academy, PCNow, PIX, PowerKEY, PowerPanels, PowerTV, PowerTV (Design), PowerVu, Prisma, ProConnect, ROSA, SenderBase, SMARTnet, Spectrum Expert, StackWise, WebEx, and the WebEx logo are registered trademarks of Cisco and/or its affiliates in the United States and certain other countries.

All other trademarks mentioned in this document or website are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1002R)