

Nominee: Cisilion supporting ASM (DEK)

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Cisilion have been delivering IT Services and solutions marketing in the EMEA for over 15 years. We are headquartered in Leatherhead Surrey and have our flagship sales and marketing office in Heron Tower, London.

Customer case study: ASM (DEK)

ASM Assembly Systems' Printing Solutions Division is the market-leading provider of DEK brand printing technologies. The DEK range of products and services include advanced material deposition technologies and support solutions. These are used for a variety of electronics assembly, semiconductor packaging and alternative energy applications.

DEK are an Industry-leading provider of screen printing equipment (circuits, solar, computers, cars, stencils). They have over 100 patents and an install base of over of 18,000 machines.

DEK was already using Riverbed Steelhead appliances to accelerate the performance of centralised applications, to gain visibility into what the applications were doing and to reduce bandwidth consumption but still had lots of IT at branch and manufacturing sites.

In order to remove the mix of servers, storage and cumbersome back-up systems at remote locations, DEK worked with Cisilion to undertake a Riverbed SteelFusion Proof of Concept. This a detailed technical and operational efficiency workshop was run to align business risks against the potential SteelFusion could offer the business. The focus was around more efficient remote site provisioning and business continuity as well as simplified IT operations.

Following the success of the PoC, DEK undertook a multi-phase SteelFusion deployment which was planned over a 12-18 month period in line with the "usual" IT refresh at remote sites.

The Challenge:

Prior to engaging with Cisilion, DEK had a mix of different servers, storage and back-up at remote sites. Because they had no permanent IT staff at remote sites, IT processes at remote sites were not in line with their corporate central strategy and often important processes like backup, patching and management were simply not done. This led to a number of performance and operational issues including;

- Performance issues of IT systems affecting Sales and Production Output.
- Inconsistent IT experience across the business.
- Slow and unpredictable application performance.
- High Risk of failure and no standard Business Continuity or DR strategy.
- Poor local site IT service due to limited local IT staff.
- Risk and Actual Loss of data due to remote site backups not being performed correctly or failing.
- High and unpredictable cost of back-up, tapes, and replication technologies.

The Solution:

After a series of business workshops with DEK's key stakeholders and identifying the best solution for the company's business goals and requirements, Cisilion proposed, implemented and supported the deployment of Riverbed's Steelfusion solution. DEK already measured IT business impact based on their own "internal" scale. SteelFusion was found to have the biggest impact of reducing the IT impact and risk score.

Through the deployment of SteelFusion across their sites, DEK were able to achieve significant cost reductions over deploying traditional "branch IT" whilst streamlining and simplifying their IT operations.

Business Outcomes:

- Typical savings per site of around \$40,000 per year.
- The removal of all branch servers, local storage and backup tapes.

- A very fast and efficient deployment method reducing new site rollouts from 3 weeks to 30 minutes.
- Improved their Kelvin Scale efficiency from -255 to -75.
- Exceeded business objectives and DR by delivering near zero RPO, RTO.

Why Cisilion?

DEK were extremely pleased with the way Cisilion worked with them and Riverbed to scope, implement and support the project.

“Cisilion’s ‘Out of the box’ thinking ensured that when it came to deployment, we were ahead of time and under budget.” Steve Sherriff, Global Infrastructure Manager, DEK. “We now have a tried and tested way of ‘doing remote site IT’ without adding any complexity to our environment.”

- **What key vendor and industry accreditations does the nominee hold?**

Choosing the Right Partner- Building the right solution requires working with leading vendors across the IT space. Cisilion closely track IDC and the Gartner Magic Quadrant to ensure we work with at least the top two vendors across each of the core IT architectures.

Cisilion are proud to have mutual 2-way Top Tier strategic partnerships with: Cisco, Microsoft, Riverbed, EMC, DELL and VMware.

Cisilion also have a number of other Partners which enable us to deliver true end-to-end solutions for our customers across: Data Centre / Private Cloud, Unified Communications and Video, Security, Enterprise Networking, Wireless Technologies and Desktop and Mobile.

Awards recognition built on reputation- Cisilion were honoured to have been selected as 'Riverbed EMEA Partner of the Year' at Riverbed's first annual Partner Summit in May 2015. The Riverbed Partner Awards recognise companies for excellence in delivering on customer needs and driving business results. Cisilion got crowned EMEA Partner of the Year after accomplishing 517% year on year growth in Riverbed sales. Additionally Riverbed themselves were the one to introduce and recommend Dek to Cisilion which speaks for itself.

Our customers include some of the world’s leading organisations including: Sony, Willis Insurance, Anglo American, Finlay’s, Kier, Bloomberg, Baker Mackenzie and Sega.

- **What endorsements does that nominee have from their customers and/or their technology partners?**

Riverbed- “ Cisilion and Riverbed have built our mutual business to become a trusted, valued member of our Partner eco-system. They have demonstrated their commitment to this partnership in developing new customers across the portfolio of our solutions, achieving technical competence and delivering outstanding support to customers

Karl Meulema – SVP Global Channels, Riverbed Technology

Microsoft- “By achieving a gold competency, Cisilion have demonstrated the highest, most consistent capability and commitment to the latest Microsoft technology

Phil Sorgen, Corporate Vice President, Worldwide Partner Group at Microsoft Corp

DEK-Steve Sherriff, Global Infrastructure manager at Dek describes his engagement with Cisilion:

4 words that you would use to describe Cisilion?

- 1. “Strategists”**
- 2. “Trustworthy”**
- 3. “Credible”**
- 4. “Thinkers”**

“Riverbed originally recommended Cisilion as a professional and leading River–bed Partner in the UK to help DEK with their project. They have delivered as Riverbed said they would, since then we’re now working together at other areas of the business we can improve”

Why nominee should win

As a business that succeeds and grows organically by helping our customers transform their IT operations to make them more agile and more competitive, our uniqueness is in our ability to fulfil and support the design and integration of our customers' IT infrastructures.

Our approach with DEK was not to only refresh and standardise their remote site IT, but to revolutionise the delivery, management and provision of their growing number of sites. We helped DEK re-write what they knew, and delivered an IT infrastructure that drove intelligent and cost effective change.

See more examples of case studies here: <https://www.youtube.com/user/cisilionmarketing>