

Leading with
Cisco DNA Center:
**APJC
Customer
Success
Stories**



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Meet the New Experience of Cisco DNA Center

The new business normal for 2021 will reshape the way we work and fundamentally alter our IT environments. According to the recent [2021 Global Networking Trends Report- Business Resilience Special Edition](#), these are the 5 key networking technology trends to support business resilience:



Extending security to a remote workforce



Supporting safe return to workspaces or workplace



Facilitating multicloud for greater resilience



Automating operations for faster recovery



Leveraging AI-powered network analytics for smarter insights

To support the hybrid work environment and respond rapidly to the ever-changing business requirements, IT needs end-to-end visibility from the user to the app no matter where they reside, policy-based access control for consistent security policies to the hybrid workforce, AIOps for predictive assurance to maximize uptime, automation to simplify operations, and an open platform with API integration.

It is now time to meet the new experience of Cisco DNA Center, an agile network management platform that automates workflows, provides network assurance, and enforces security all with a unified policy for your wired and wireless network.

What's New?



New opportunity : As your organization prepares to return some employees back to the office or build a more secure workplace, Cisco DNA Center, with proven automation, assurance, and Software Defined-Access use cases, can help you gain agility in driving resilience in the new business landscape.



New experience: For IT teams, the experience of deploying and using Cisco DNA Center has improved tremendously with a focus on delivering measurable value to the customer in less time, and supporting more network devices than ever before. This reduces time to value for our customers and allows customers who have not yet migrated to our newer Catalyst 9000 family of products to still enjoy the benefits of Cisco DNA Center. For end users, Cisco DNA Center helps optimize application performance, provide consistent user connectivity and zero-trust network security no matter where they work or what device they use.



New capabilities: Introducing 3 new capabilities for Cisco DNA Center: 1) Next generation End Point Analytics and Traffic visibility to enhance cybersecurity; 2) AIOps to simplify complex workflows; and 3) Wi-Fi 6 dashboard to optimize the performance and management of your wireless network.



New tools: New business value and engagement tools to help you understand the return on investment you will achieve with Cisco DNA Center.



New success stories: Recently published case studies, including [Hokuriku Computer Services](#), [Mitsui Knowledge Industry](#), [Kyungpook National University Hospital](#), [Fukui Saiseikai Hospital](#), [KB Securities](#), [Amorepacific](#) and [SEGA SAMMY](#) demonstrate the value of Cisco DNA Center and showcase our customers' appreciation of the platform.

As you transform to succeed in the next normal, consider how you can leverage Cisco DNA Center to empower your network and support business resilience.

To learn more about the new experience of Cisco DNA Center:



Watch [the recording of our customer webinar](#) for an overview



Read [Cisco blog](#) for more details of Cisco DNA Center's new capabilities



Read our new success stories on the following pages: [Hokuriku Computer Services](#), [Mitsui Knowledge Industry](#), [Kyungpook National University Hospital](#), [Fukui Saiseikai Hospital](#), [KB Securities](#), [Amorepacific](#) and [SEGA SAMMY](#).



Customer Success Stories - Hokuriku Computer Services

Reform your network with Cisco DNA to create a “business-friendly network”

Customer:

Hokuriku Computer Services, Inc.

Industry: Technical Services

Location: Toyama-shi, Japan

Size: 704 employees
(as of April 2020)

Challenges:

- Establish a company-wide wireless LAN environment in addition to renewing equipment due to the deterioration of the company's network
- Increase the number of components, and review network monitoring and the manual workability of operations

Solutions:

- Assess the [Cisco DNA Center's](#) wired and wireless network performance visibility,

Hokuriku Computer Services offers community-based package services nationwide as an information and communications technology (ICT) company, mainly focusing on the Hokuriku region. It took the opportunity to reform its network, including the expansion of a company-wide wireless LAN, and introduced Cisco DNA Center. It is proceeding with various initiatives that incorporate Cisco solutions in order to introduce its recently acquired advanced network to its company and expand its operation management know-how to businesses for customers.

Challenges

This is what Mr. Masahiro Hosokawa, senior expert, management and system planning group leader, and PR planning group leader of the integrated planning division at the corporate headquarters, had to say about the company's recent decision to reform its network using Cisco DNA Center. “We needed to renew the equipment due to the deterioration of the company's network, so with that and free addresses in mind, we constructed a company-wide wireless LAN environment. We also needed to increase the number of components as well as review the network monitoring and conventional manual workability in operation management, so we considered the introduction of

integrated manageability, and superior ability to deal with security risks

- Actualizing proactive operations that detect signs and automating tasks with high workloads, such as updates to the OS and patches, are also expected
- Build customer success, with generous [support from Cisco](#)

Results:

- Reduced the time to resolve problems by 1 to 2 days after their successful deployment
- Made it easier to investigate the cause when wireless LAN authentication errors occur
- Automated OS and patch update tasks to reduce the workload
- Utilize in-house construction and operation knowhow to develop customer services

“

The fact we recently introduced Cisco DNA to our company and acquired operational know-how ahead of other companies is of great significance to future businesses.

”

-- Yoichi Nishimura, executive officer and director of information services headquarters at Hokuriku Computer Services, Inc.

Cisco DNA Center.” Mr. Fumihiko Takai, manager of the network solutions department of the information services headquarters, said this about the issues the company had faced in the past: “We had difficulty understanding what was occurring using our company’s network devices, so when malfunctions occurred, isolating the issues and resolving them took a lot of labor and time. In addition, the company’s network systems engineer was in charge of internal network operations. He also had the role of providing customer support, so the burden placed on him was huge. Above all, he had to come in to work during late night hours or on holidays to manually perform version upgrades, patch applications, and configuration changes for network devices. It was a great burden. Also, we also faced the issue of having few engineers who were well-versed in wireless LAN.”

Solutions

Assessing the highly integrated manageability of a wired and wireless Cisco DNA Center

Mr. Takai says the reason for selecting Cisco DNA Center was its high manageability. “It can visualize the performance of wired and wireless networks without combining multiple products, and it can comprehensively manage not only devices, but also purchased licenses. It is excellent at dealing with security risks. Reduced the time to resolve problems by 1 to 2 days after their successful deployment the DNA Advantage license included in the newly introduced device was also a deciding factor. By introducing Cisco DNA Center, we looked forward to being able to detect signs, implement proactive operations and avoid dealing with malfunctions after they have occurred as we had done in the past, as well as the automation of high workload tasks, such as OS and patch updates.”

Successfully completed construction with generous support from Cisco

“During the introduction, Cisco actively participated in technical support seminars like Ask the Expert and TSW (Technology and Services World). The company shared detailed insights about the functions and configuration methods for Cisco DNA Center as their screen layouts and configuration methods are different from those of conventional devices. We were also confused about the design and construction initially, but thanks to the support from the Cisco high touch sales and presales engineers as well as their customer service team, we were able to complete them successfully.” said Mr. Takai

Results and the future

Regarding the effects of Cisco DNA Center’s introduction, Mr. Takai said, “By displaying the details of error sources at the time problems occur, the time it takes to resolve issues has been shortened by 1 to 2 days, which made it extremely fast. Regarding wireless LAN, location information could be visualized in addition to the radio wave intensity and quality, and package captures could be performed even without special equipment, so it is easy to specify causes when responding to authentication error inquiries from employees. In addition, version updates, patch applications, and configuration changes for network devices could be automated on a schedule, so tasks performed by hand in the past such as distributing IOS and upgrading late at night or on holidays could now all be executed automatically with scheduling. In terms of man-hours, this cut back about 2-3 man-days.” He also said, “As for solutions when an event occurs, we could now use proposed functions and health check functions to identify signs and events that we did not notice in the past. Once we used them, we did not want to return to the previous management methods anymore. I feel that it is tool that is better than I expected. It is simple enough that anyone can easily understand it, and it also provides information that professionals want to investigate thoroughly.”

In addition to introducing a company-wide wireless LAN through the recent network reforms, the company is also concurrently utilizing Cisco Webex Meetings and Devices. It is also testing free addresses and is ambitious about its business mobility, collaboration promotion, and working method reforms.

Conclusion

“From the beginning, we were able to support the telework that resulted from the spread of the unanticipated COVID-19 disease, as well as the sudden increase in web conferencing with customers and clients without any problems. We experienced new work style effects.” said Mr. Hosokawa. Executive officer and head of the information services department Yoichi Nishimura wrapped things up with the following regarding this project’s value and future expectations. “I think the fact that we recently introduced Cisco DNA Center, which customers are really interested in, to our company and acquired operational know-how ahead of other companies will be of great significance to future business for the company. In addition, we are currently trying to visualize and optimize communication using Cisco Secure Network Analytics, as well as create an office environment that uses Cisco DNA Spaces’ location information to avoid density. We are utilizing this knowledge in proposals aimed at achieving goals, as well as resolving customers’ issues, and we want our company’s strength to be in its ability to provide one-stop support, from introduction to operation. Furthermore, we are also providing it as an added value service for our company’s data center connection network, and we want to improve our customers’ security as well as link this to increasing competitiveness as an added value for our company. I hope that Cisco continues to develop local small-to-medium scale services that customers can use easily, as well as providing tools that support sales activities in addition to providing advanced solutions.”

Customer Success Stories - Mitsui Knowledge Industry (MKI)



MKI Builds New-Generation Network To Support Work-Style, "Work-X"

Customer:

MITSUI KNOWLEDGE
INDUSTRY CO., LTD.

Industry: Technical Services

Location: Tokyo, Japan

Size: 1,963 employees (as of
March 2019, consolidated)

Challenges:

- Needed a new network to support the Work-X Project and reform the way employees work
- Advanced network requirements: digital services, cloud services, and future device growth
- Reduce the burden of network changes due to reorganization and personnel transfers
- Eliminate restrictions on the use of video conferencing and other services due to Internet latency

Mitsui Knowledge Industry (MKI), a subsidiary of Mitsui & Co., delivers IT services to various Mitsui divisions. MKI adopted Cisco DNA solutions and built a new-generation network to support Mitsui's work-style, "Work-X."

Challenges

Renovating the IT environment for the completion of the Mitsui's new headquarters building

The MKI spirit of innovation is fully reflected in the construction project of the Mitsui's new headquarters building.

Mitsui launched "Medium-term Management Plan 2023" when they completed the construction of the new headquarters building in fiscal year 2019. With the main theme "Transform and Grow" and the sub-theme "Commitment to a New Stage," Mitsui has formulated the plan to make a new leap forward by drastically transforming the conventional ways of thinking and behavior patterns.

Their IT environment also needed to go through a major transition to support this new attempt. As the new headquarters building has completed, Mitsui adopted brand new architecture and technologies for their network.

Solutions:

- [Cisco DNA](#)
- [Cisco SD-WAN](#)
- [Cisco SD Access](#)
- [Cisco Meraki](#)

Results:

- The latest Cisco technologies make employees' work styles more flexible
- Delays are minimized by controlling traffic per application
- (Future) Security enhancement through logical segmentation
- (Future) Reduce operational burden and cost through centralized management



The new network of Mitsui & Co., Ltd. is an important foundation of 'the Work-X project,' aiming to form 'a group of individuals with strong capabilities' by adopting new work styles.



-- Mr. Yasuhiro Nishiyori
Leader, Sales Dept.2, Major
Account Sales Div.2
Major Account Business Unit
Mitsui Knowledge Industry Co., Ltd.

Establishing the network supporting “a group of strong individuals”

MKI took on a project of constructing this new network.

Mitsui needed to remind their staff that the company has been run by a group of individuals with strong capabilities. The company is dedicated to creating innovation, tackling new challenges, and generating value through “diversified individuals meeting” or “collaborating spontaneously” with partners inside and outside the company. To that end, the company is promoting “the Work-X project,” aiming to adopt next-generation work styles for any of their locations, including the new headquarters building, and even when their staff is outside the operation sites and offices.

“In this project, we have a policy of taking full advantage of digital services so that we can adopt new work styles into our routines. The new network needs to have a high degree of flexibility, scalability, and security to accommodate all types of service requirements. For example, not to mention the accessibility to cloud services, the new network will need to accommodate a hundred times more devices than the current number of employees. Meeting these requirements would be virtually impossible with conventional network configurations and operations. We needed to build the state-of-the-art network in the whole new level,” says Yasuhiro Nishiyori from MKI, who is responsible for planning, constructing, and administering the Mitsui’s information systems.

Solutions

MKI shared the same vision with Cisco and Adopted Cisco DNA

MKI proposed Cisco DNA (Digital Network Architecture) for this new network.

Cisco DNA is the architecture and platform for realizing intent-based networking. Once the network has been virtualized from its core to the edges, it enables us to control the network with simple operations from the dashboard, control dynamic policies for users and devices, allows us to analyze and visualize the network using machine learning, utilize such information for operations and security, thereby making the network more secure and agile. Furthermore, Cisco is currently working on making a wide range of products compatible with Cisco DNA. This compatibility will deliver the integrated management on this architecture for networks across the domains of wired and wireless LAN and WAN connecting the headquarters and each site.

“In line with Cisco’s DNA strategy, we started conducting a PoC for Cisco SD-WAN in the Silicon Valley Office of Mitsui & Co. (U.S.A.), Inc. in 2017. It is extremely challenging to integrate various solutions into the single architecture, but we strongly agreed with Cisco’s stance that they were willing to pursue such goals. We felt their strong desire to create user benefits in a clear-cut form and wanted to make a precedent together,” says Hiroshi Kato from MKI.

Renovated the entire network with Cisco solutions

MKI has constructed a new network using Cisco solutions in the three areas: the LAN of the Mitsui’s new headquarters building, the LAN at each site including overseas offices, and the WAN connecting each site.

To be specific, the new headquarters building adopted Cisco SD-Access (Software-Defined Access), which is the Cisco DNA’s core solution for automating the network. The end-to-end logical segmentation of the SD-Access enables the users to create multiple virtual networks for different purposes without performing physical setup tasks on the network equipment. Using this solution allowed them to dynamically control the users, terminals, and application traffic with the software. This will be advantageous to the corporate network as it eliminates the management of IP addresses and VLANs, enables policy-based automatic provisioning for both wired and wireless networks, delivers policy-enforced secure access control, and reduces the man-hours for network management such as configuration using the command line.

While MKI deployed the SD-Access at the Mitsui’s headquarters, MKI chose Cisco Meraki for the LAN of the overseas sites to balance the operability and the cost. MKI has built an environment where efficient management will be achieved through cloud management.

Inside the branches, MKI has also built the optimal wireless LAN environment by adopting Cisco wireless solutions with a proven track record, enabling network access from mobile devices and stable communication for video conferences.

For the WAN connecting each branch, MKI has installed SD-WAN. With the WAN they were using before, network delays were notable due to a number of branches connected to the network and the communication quality problems specific to countries or regions. Today, MKI has fulfilled the SLA covering their business requirements by leveraging Multiprotocol Label Switching (MPLS) and the Internet lines while enabling efficient management of performance and security through the overlay network constructed on the WAN.

MKI currently operates SD-Access on Cisco DNA Center and manages the Meraki Series and SD-WAN with the corresponding Meraki dashboard. When the Cisco project vision has been realized, MKI will integrate them all to be managed under the Cisco DNA Center.

As of March 31, 2020, 132 regional branches in 65 countries have joined the new network worldwide.

Results and the future

Greater flexibility in work styles with enhanced security

The new network constructed by MKI has become the critical infrastructure of Mitsui. to pursue the Work-X project. This infrastructure is ready to accommodate future changes, such as an increase in the number of devices or the need for adopting various digital services supporting new work styles, while ensuring the security level. “The infrastructure is highly evaluated as it will make the work styles more flexible,” emphasizes Nishiyori. Manageability and security have also improved. For example, this infrastructure has made the visualization of network traffic and bandwidth control more precise and flexible. In addition to each branch’s traffic, the traffic per application or user can also be monitored. Separate policies can be configured for each application. Automatic segmentation and access control can also be performed based on predefined policies. It is worth noting that these operations can be performed in simple steps using the dashboard.

App-specific traffic control has minimized image and audio delays

Mitsui has also implemented Microsoft 365 under the policy of shifting to the cloud environment. They use the cloud-type Web proxy service to separate the traffic for SaaS from the internal traffic. The accessibility to the cloud has also been improved by “Internet breakout,” where each user can communicate with the cloud without going through the company’s data center. The users in the branches noticed the enhancement of communication speed after this attempt and appreciated MKI’s efforts. “The communication delays were minimized by using the optimum physical line selected automatically for each application while leveraging the Internet breakout as well,” says Kato. For example, it was impossible to have a stress-free video conference across branches due

to image and audio delays in the former system, but this problem no longer exists with the new system. The overseas branches that used to conduct audio-only remote conferences can now have video conferences.

Providing the knowledge of large-scale deployments of Cisco DNA for customers

Over 600 switches have been installed in the Mitsui's new headquarters building. Currently, approximately 50 virtual networks have been configured by the SD-Access. In addition to the user devices and OA equipment, various devices are connected, including IoT devices such as the entry and exit systems, digital signage, surveillance cameras and more.



Conclusion

The deployment of Cisco DNA at this scale is rare in Japan and even on a global level. The experience of deploying Cisco DNA to Mitsui has been a major achievement in MKI's businesses. "Cisco has taken the efforts to reconstruct the entire network using a software-defined approach. From the initial announcement, we felt that Cisco is serious about Cisco DNA. Their message of transforming the user experience was particularly impressive, and I feel that Cisco would fundamentally change the way the network works," says Koichi Takeishi from MKI.

In fact, reflecting high praise for the value of Cisco DNA, MKI is working on making Cisco DNA available to their customers by receiving feedback from the deployment team of the Mitsui project in their validation laboratory called "MKI IDEA Lab."

"It was 2018 when we first deployed Cisco DNA in our internal laboratory. Since then, we have been working on verifying the functions and application methods while supporting the deployment project for Mitsui. We are documenting our knowledge and conducting in-house training. We've already launched a new project where we introduce Cisco DNA to our customers," says Takeo Kimizu from MKI.

MKI wants to help other customers by sharing the experience of constructing large-scale intent-based networks using Cisco DNA. The initiative of MKI has demonstrated a major path for many corporations to consider in the process of network transformation.

Customer Success Stories

- Kyungpook National University Hospital (KNU Hospital)

● KNU Hospital Becomes a Smart ● Hospital Offering Safer Medical Services Through a Cisco Network

Customer: KNU Hospital

Industry: Healthcare

Location: Daegu, South Korea

Challenges:

- Expanding network infrastructure at screening centers and temporary clinics outside the main hospital buildings
- Securing up-to-date wireless infrastructure for a smart hospital in a new building of 700 beds along with the connectivity to expand no-contact medical and administrative services for safe interaction between medical staff and patients
- Obtaining the visibility needed to centrally manage scattered IT infrastructure as the hospital adds additional medical centers

In the ongoing pandemic era, Kyungpook National University Hospital (KNU Hospital) expands no-contact medical services and promotes the health of local residents.

Cisco is supporting the operation of drive-through screening centers and temporary clinics by promptly expanding its network infrastructure

Since its foundation in 1907 at the dawn of modern medicine in Korea, KNU Hospital has been playing a critical role in promoting the health of local residents.

During the widespread COVID-19 pandemic, KNU Hospital set up the world's first drive-through screening center to allow quick and safe testing for the deadly virus. It has also been operating temporary clinics to treat patients with milder symptoms. In order to allow medical facilities to safely operate a medical environment outside a hospital building, network infrastructure first had to be expanded. The drive-through screening center deployed Cisco wireless access points to access the medical information system even outside of the hospital buildings. It was a remarkable achievement made just five days after the city reported its first confirmed case. Since then, the drive-through

Solutions:

- [Cisco DNA Center](#)
- [Cisco DNA Spaces](#)
- [Cisco Catalyst 9606R Switch](#)
- [Cisco Catalyst 9200 Series Switch](#)
- [Cisco 9120 Access Point](#)
- [Cisco Aironet 1815w Access Point](#)
- [Cisco FPR 21040 Security Appliance](#)

Results:

- Adopted a secure wireless network to ensure that drive-through screening centers and temporary clinics outside the hospital building can access medical information
- Enhanced reliability and efficiency of IT infrastructure by securing visibility and centrally managing network for scattered medical centers
- Obtained wireless network infrastructure, including Wi-Fi 6, for no-contact medical and administrative services
- Reduced the burden on medical staff and enhanced efficiency of medical services by enabling real-time monitoring of the operation of critical medical equipment and patient location with a location tracking solution

screening centers have contributed significantly to the expansion of the model nationwide by handling the growing load of screening 20 to 30 times faster than otherwise and without people having to worry about becoming infected while waiting for testing. A temporary clinic fully equipped with the necessary systems was readied for operation in just one day. It can utilize the hospital information system and PACS system to treat patients with milder symptoms in a secure manner even outside the hospital buildings and without the need for a separate server or program. This operating environment has been benchmarked by other hospitals setting up their own temporary clinics in other regions.

Cisco Catalyst Wi-Fi 6 successfully expanded the smart medical services at the hospital enabling no-contact services and contagion management

When it added a new building for clinical practice, KNU Hospital laid a foundation to support a wide variety of smart medical services by adopting Cisco Wi-Fi 6. The systems support the 802.11ax standard and ensures a reliable user experience on connected devices in a densely connected environment with remarkably enhanced speed and connectivity.

To deal with the prolonged pandemic, a variety of digital services were introduced, including a patient safety management system using an application for remote interactions based on wireless networks, services with video content explaining medical services such as tests, surgery, or other medical procedures, and the Smart Bedside Station providing information on a smart device installed in a bed, helping to ensure the safety of both staff and patients.

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With the adoption of Cisco DNA Center, we have been able to centrally manage the entire network and integrate security policies across our multiple medical centers, which allows us to spend less time and resources on maintenance. In particular, we can now immediately identify an issue and resolve it without having to visit a site.

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-- Ji Seon Kim, Head of Medical Information Planning, KNUH

With a real-time location tracking solution based on Cisco DNA Spaces, KNU Hospital will soon be able to precisely identify the availability of medical equipment and locate patients on a real-time basis. This is essential since it can take from 30 minutes to an hour to determine the location and quantity of needed equipment and devices and inform the members of the next shift, and this burden is growing with large-scale infections. Once the location tracking solution is enabled, it will reduce the duties of medical staff and allow patients to receive immediate treatment. In addition, it is expected to reduce waste of resources.

“A hospital is packed with different devices all connected wirelessly, and many visitors and hospital employees use their own mobile device on-site. This means there could be issues of channel interference. Therefore, we adopted Cisco Wi-Fi 6 to ensure reliable connectivity for this densely connected environment,” said Ji Seon Kim, Head of Medical Information Planning, KNUH.

KNU Hospital is using Cisco SDN to centrally manage IT infrastructure at its multiple medical centers

Its ongoing growth and addition of a new building for clinical practice mean KNU Hospital needed to centrally manage dispersed medical centers. In response, it adopted a Cisco Intent-based network to effectively integrate and manage its network infrastructure across multiple medical centers. The hospital is now able to efficiently manage its network infrastructure at the scattered medical centers and secure visibility for enhanced IT reliability and business efficiency.



Conclusion

KNU Hospital successfully transformed itself into a smart hospital in the midst of the COVID-19 pandemic. It now offers a variety of smart services to its patients for greater convenience and provides a more efficient working environment to its medical staff and employees. KNU Hospital will continue to develop additional services based on its cutting-edge network infrastructure in order to position itself as a leading hospital promoting human health in a rapidly changing medical environment.

Customer Success Stories - Fukui Saiseikai Hospital

Innovative visualization and integrated management transform a hospital-led infrastructure

Customer: Social Welfare Organization Saiseikai Imperial Gift Foundation, Inc. Fukui-ken Saiseikai Hospital

Industry: Healthcare

Location: Fukui-ken, Japan

Number of beds: 460 Beds

Challenges:

- Reliance on electronic medical records that are not integrated into the information network, and inefficient operating costs and installation space
- Concerns that a wired LAN does not have an authentication base, and that a rogue terminal could be connected
- It is difficult to understand the situation and isolate the causes of wireless LAN failures, and the inability to detect rogue terminals leads to anxiety

Fukui-ken Saiseikai Hospital is a hospital that provides specialized care for patients in area of general medicine. The hospital actively uses information and communication technology (ICT) to improve the work styles of employees and has leveraged Cisco DNA Center to renew the hospital's information network. We are proactively rethinking the network and working to create a platform that allows us to implement the automation of future operations through innovative visualization and integrated management systems.

Fukui-ken Saiseikai Hospital has a philosophy of "thinking from the patient's perspective" and works actively as a comprehensive medical facility to enhance and improve the level of local medical care. We focus on organization management to meet a variety of requests both inside and outside the hospital, while remaining in close cooperation with the hospitals, clinics, and nursing care centers in the community as well as patients and inpatients. The company has been highly acclaimed, having received the 5th Work-Life Balance Grand Prize and the 1st Frog Star (Cabinet Office) accreditation and was the first medical institution to receive the Japan Management Quality Award (large-scale division). The hospital is also active in utilizing ICT for the

- Vendor-dependent operation and maintenance hinders rapid responses and the improvement of IT literacy

Solutions:

- The integrated network offered by the Cisco DNA Center aims to automate phased operational management
- Centralized management of the network topology, configuration, and settings
- Visualization of the network health status, including connected terminals (easily understood by the health score)
- Analyze data on the network to catch signs of trouble and quickly solve issues

Results:

- Integrated visualization of network operations helps improve the department's IT literacy
- We aim to implement, as much as possible, operational management automation that reduces human intervention - such as data analysis and warning detection - using Cisco DNA Assurance, appropriate network access control complying with security policies, and threat countermeasures

purpose of improving medical care and in-house operations, and Cisco products began being used in wireless LANs there in 2014. Cisco Identity Services Engine (ISE) has been introduced as a secure authentication infrastructure.

Challenges

Mr. Tomoki Uesaka, head of the Medical Information Division responsible for the general information network in the hospital, says that the traditional network infrastructure had many challenges.

“Conventional networks relied on electronic medical records and were not integrated, and there are multiple systems that are configured individually and have the same functions, so there is a high workload and inefficient operating costs and use of installation space. In addition, compared to the wireless LAN implemented with Cisco ISE, there is no authentication infrastructure for the wired LAN, so there were concerns that unauthorized terminals could be connected to empty ports in conference rooms. As for the wireless LAN, it was difficult to understand the situation in cases of failures and to isolate the causes, and it was not possible to detect unauthorized terminals, so it had security issues.”

In examining the measures to address these issues, the company reached the conclusion that a drastic review of the future state of the network in the hospitals would be necessary, said Mr. Masaru Takeuchi, manager of the Corporate Planning division.

“The past networks have been left up to the vendors, and it took time and money to temporarily isolate and change settings during failures. Although the maintenance and operational rules were enacted,

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With the digitization of medical sites and the decrease in the working population, it is important to determine what needs to be taken over from the current requirements and to identify, resolve, and reduce constraints. In doing so, it is important to prepare the things that will be needed based on future requirements, such as the business background and the latest technological trends. With Cisco, we have always worked together to share the latest trends.

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-- Hiroki Tanaka, Head of Medical Information Division, Fukui-ken Saiseikai Hospital, Social Welfare Organization Saiseikai Imperial Gift Foundation, Inc.

there was no room for review and improvement due to daily work, and documentation updates were delayed as well. Our inability to understand the state of the network ourselves is preventing the improvement of the IT literacy of the Medical Information Division. In the future, hospitals are becoming more and more digital, utilizing more data, and the number of devices that will be utilized will increase, so there is no doubt that the burden of operation maintenance and administration will increase. In order to help with that, we thought it was essential not only to solve the problems that are emerging, but also to upgrade to a network that is safe, secure, and self-directed for the future.”

In November 2018, the hospital conducted a comprehensive evaluation bidding through general competition. As a result of our evaluation of the proposals, costs, and maintenance, we decided to implement Cisco DNA (Digital Network Architecture), which includes a phased network operations management automation concept. Mr. Uesaka spoke about the reason for adopting Cisco DNA.

“To improve the IT literacy of the Medical Information Division staff and speed up services. The purpose is for the hospital to lead and plan the infrastructure that should be in place for the future, and to make a transition to implement it. First of all, we resolved the challenges in front of us, then we decided to proceed with our efforts to automate operations so that we could solve the problems dynamically, without human intervention.”

Solutions

In February 2019, the first phase of the information network renewal for the hospital began. The network comprises the Cisco Catalyst 9000 series for the core and server switches, the Cisco 5520 Series Wireless Controller for the wireless LAN controller, and the Cisco Aironet 3802 and 2802 for the access points. As a network operation management system, Cisco DNA Center and Cisco Prime Infrastructure (PI) have been adopted.

Early warning signs of trouble regarding the health of the network are detected to realize enhanced assurance

Mr. Takeuchi discusses the expected effects of Cisco DNA Center.

“First, we are going to build the infrastructure that is necessary for automation. The implementation of Cisco DNA Center provides for the centralized management of network configurations and real-time visualization. By constantly monitoring and analyzing the health of the entire network to quickly identify signs of trouble, it is possible to take proactive measures, thereby enhancing assurance. We are currently building the second phase, and the management for all floors and edge switches in an integrated manner will begin in the subsequent stages, but at this point it has been effective in problem solving for wireless LAN network issues.”

By visualizing the status of the network and devices, faster responses and failure prevention are realized

Mr. Hiroki Tanaka, head of the medical information division responsible for the actual operation, discusses the effects as follows.

“The control console of Cisco DNA Center detected a malfunction in the wireless access point, and the field investigation found that it was down due to poor contact of a power cable. Until now, trying to identify the causes of complaints has been difficult, and it took time and effort to contact each vendor. Cisco DNA Center enables the visualization of the state of the network and the devices, and it provides strong responses regarding the speed of correspondence and failure prevention.”

Conclusion

Mr. Tanaka discussed future developments as follows:

“First, we will gather the information necessary for automation and construct an analysis system. The next step is data analysis and warning detection using Cisco DNA Assurance. At the same time, we plan to provide appropriate network access controls and threat protection in compliance with security policies. Ultimately, we aim to realize the automation of operations management, which reduces human intervention as much as possible.”

At the end, Mr. Uesaka concluded the following: what is required of the hospital network and their expectations for Cisco.

“With the digitization of medical sites and the decrease in the working population, it is important to determine what needs to be taken over from the current requirements and to identify, resolve, and reduce constraints. In doing so, it is important to prepare the things that will be needed based on future requirements, such as the business background and the latest technological trends. With Cisco, we have always worked together to share the latest trends. We are looking forward to their providing solutions that contribute the improvement of management, and above all, patient services in the field.”

Customer Success Stories - KB Securities

Cisco Solutions Powers Smart Digital Workplace

Customer: KB Securities

Industry: Financial services

Location: Seoul, South Korea

Size: 2,700 employees

Challenges:

- Wanted to embrace digital innovation to better serve customers
- Needed to quickly react to changing business needs
- Required a high-quality video conferencing solution
- Needed reliable and secure access to business-critical financial applications

Solutions:

- [Cisco Digital Network Architecture \(Cisco DNA\)](#)
- [Cisco Catalyst 9000 Series Switches](#)

Korean investment bank, KB Securities, adopted a next-generation IT infrastructure to transform its business. Cisco solutions automate the network, improve operational efficiency, and reduce management costs while boosting collaboration and enhancing security.

Digital workplace creates value beyond the simple integration of physical spaces

As a subsidiary of KB Financial Group, the largest financial enterprise in Korea, KB Securities is responsible for financial investment operations within the group. The goal of KB Securities is to build trust with customers wherever they may be by providing investment services drawing upon its extensive expertise. It also aims to constantly create new customer value through bold innovations in the everchanging financial and digital environments.

In 2018, KB Securities gathered their 1,500 employees scattered across three different buildings into the K-Tower building in Seoul's Yeouido financial district to improve employee collaboration and to enhance customer service. At a time when financial instruments are becoming ever more diversified and sophisticated, KB Securities wants to help employees focus on customer service instead of wasting time

- [Cisco Software-Defined Access \(SD Access\)](#)
- [Cisco Stealthwatch](#)
- [Cisco Webex](#)
- [Cisco DNA Software premier license](#)

Results:

- Cisco DNA network automation enhances network efficiency and reduces costs
- Cisco SD-Access and Cisco Stealthwatch provide early detection of security risks
- Cisco solutions enhance remote collaboration and communication
- Improved customer satisfaction



In response to changes in the digital environment, IT must now support business even more effectively. For borderless collaboration between employees and executives, it was important to secure the mobile working environment and provide flexible but flawless security. We placed our trust in Cisco as a driver of new technological advancements for ever-more sophisticated network infrastructure.



-- Sungwoo Hong, CIO,
KB Securities

moving from place to place for meetings. Accordingly, KB Securities upgraded its digital workplace IT infrastructure to support mobility and collaboration and to fundamentally transform the working environment.

Cisco SD-Access establishes a foundation for a digital workplace

When it moved into its integrated workspace, KB Securities replaced its legacy network with new infrastructure based on Cisco Digital Network Architecture (Cisco DNA) and Cisco SD-Access in order to better respond to the constantly evolving business environment. Its single network fabric enabled responsive management integrating wired and wireless networks, collaboration, and the mobility needed to support a flexible working environment. Furthermore, the company is now able to consistently manage policies and provide reliable services to its network users, devices, and business applications.

Automation and security features lower expenses and reduce risks

The automation features offered by Cisco SD-Access facilitate movement and flexibility between wired and wireless networks required for business expansion. At the same time, both security and mobility were substantially enhanced. With Cisco SD-Access, no network changes need to be done manually when employees transfer to another team or division. In addition, its robust access policy based on users and user groups, creates a reliable and intelligent working environment with improved security by securing the business network from unauthorized or illegitimate access.

By adopting Cisco Stealthwatch, the Cisco network security and visibility solution, KB Securities can monitor any unusual traffic or abnormal signals throughout its network, based on the full range of NetFlow information generated by network equipment, and can identify risks in advance. Cisco Stealthwatch detects and remediates hidden security risks even in encrypted traffic.



Remote collaboration boosts communication and customer service capacity

KB Securities successfully diverted the time and effort it used to spend in operating and maintaining its legacy network infrastructure to IT innovation instead. Part of this effort was its decision to introduce Cisco collaboration solutions for its employees who had been struggling to effectively communicate and collaborate due to the need to frequently change physical environments. Now, thanks to specific features including RoomKit Plus for medium- and large-sized meeting rooms, Room 55 for small- and medium-sized rooms, and DX 80 optimized for individual workspaces, face-to-face communication has been facilitated among executives, working-level employees, and people at overseas branches. As a result, employees and executives can now enjoy greater collaboration and communication throughout the six regional HQs and 120+ branches, as well as with headquarters. Performance has been enhanced and customer service capacity improved. KB Securities is currently seeking ways to utilize Cisco collaboration solutions for real-time consulting with its customers. KB Securities has pursued this agility in advancing the digital workplace because it is essential to innovating its customer service work practices. Therefore, instead of settling for the accomplishments of today, KB Securities is aspiring to help its employees and customers enjoy even greater benefits resulting from the innovations it achieves based on smart network infrastructure.

Cisco DNA software subscription delivers ongoing innovation

Realizing the value that continuous access to the latest networking and security innovations bring to their continuing digital transformation, KB Securities chose the top-tier Cisco DNA Premier licensing subscription which includes Cisco DNA Automation, Analytics, and SD-Access, as well as security applications such as ISE and Stealthwatch. The Cisco DNA licensing model gives KB Securities uninterrupted access to new features, portability across deployment models, and financial predictability.

Conclusion

By adopting modern, innovative, and smart solutions, KB Securities has positioned itself well for its ongoing digital transformation. Its employees are more collaborative and productive, customers more secure, and IT is better equipped to deal with growth.

Customer Success Stories - Amorepacific

Amorepacific Looks to the Future for its Beauty Business with Cisco

Customer: Amorepacific Group

Industry: Beauty

Location: Seoul, South Korea

Challenges:

- Create forward looking networking infrastructure for the new headquarters
- Build smart workplace environment for optimized communication and collaboration
- Secure a flexible and high capacity infrastructure that will guarantee continuous growth and reliable operation for various services

Amorepacific is a top leading beauty company in Korea, successfully expanding its presence in the global beauty market with its 'Asian Beauty' brand philosophy. Recently, the company opened its new headquarters in Seoul as part of the firm's efforts to achieve its vision in becoming a "Great Brand Company." Since its establishment in Gaesung in 1945, Amorepacific has led Korea's cosmetics industry by laying its business groundwork at the new headquarters site in Seoul in 1956 and later building its own 10-storey headquarters in 1975. Soon after, Amorepacific crossed the Korean border and grew into a global beauty house. In Amorepacific, "Beauty" is a word that permeates beyond cosmetics. By expanding this philosophy beyond products, Amorepacific is determined to become one of the most 1 respected beauty companies in the world as the "Great Global Company" and transform the society through its beauty philosophy.

The company's promise to do so can be seen from its new headquarters, built with the motif, 'refined beauty of the Moon Jar (Korean white porcelain moon-shaped pot)', that was unveiled in November 2017. Despite the site's capacity to build a 30-storey building, Amorepacific proceeded with a 22-storey building after considering the building's harmony with the city's beauty landscape and wind paths. Furthermore, the building's lower levels were turned into an open cultural space for guests and the public

Solutions:

- [Cisco DNA Center – SDN Controller](#)
- [Cisco Catalyst 9500, 3850, 3650](#)
- [Cisco Nexus 7004, 7710](#)
- [Cisco ISR 4351](#)
- [Cisco VG 310](#)
- [Cisco Access Points Aironet 3800](#)
- [Cisco Wireless LAN Controller 5520](#)

Results:

- Fully equipped with IBN-based intuitive network of the future.
- Simplified network configuration, and automated operations through centralized network monitoring dashboard.
- Enhanced stability through a software-based technology, allowing flexible network segmentation and separate operations for voice and data networks, on SD-Access Fabric.
- Built a flexible, future-proof infrastructure that can support any future business requirements.

instead of a profit-making commercial space. All of this reflects the company's philosophy to go beyond selling cosmetics by creating 'beautiful spaces' and promoting a 'beauty'-based culture.

On the other hand, office spaces located on the 6th to 21st floors were designed for 'openness' that allows a flexible as well as open communication and collaboration, befitting its global presence. To promote open communication, the cubicle walls were removed, while transparent glass walls were used for meeting rooms. Interior staircases were built in multiple places to enhance mobility between the floors. The number of conference rooms and desks equipped with video conferencing capability has increased significantly to strengthen communications and collaboration with global offices.

3,500 employees across Amorepacific Group and Amorepacific beauty subsidiaries including Etude, Innisfree, Espoir, Amos Professional, Aeustra, etc. currently work in this new and innovative office space. And, it will also serve as home for the business of its more than 30 brands including its 'Top 5 Global Champion Brands' such as Seolhwasoo, Laneige, Mamonde, Etude House and Innisfree.

With the opening of its new headquarters, Amorepacific is also preparing for a leapfrog in business plan. The new headquarters will be the bridgehead to accelerate its global share based on its top three markets, China, ASEAN and North America, and to develop new markets such as the Middle East and Western Europe. The headquarters also boasts an enormous scale, a gross area of 188,902m².

Keeping up with such immense changes, since 2016, Amorepacific's Information Technology Division has never been busier planning for the headquarters' network infrastructure. It was vital for Amorepacific to deploy a network with future looking technology

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We firmly believe that the new network infra must be able to handle advanced automation and intuitive operation to enable agile business support in today's rapidly changing digital business environment. In building a networking environment that becomes more complex by the day, our trust in Cisco's ability to be a step ahead of the curve by providing a solution that deals with changing trends such as the IBN was fundamental.

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-- Jinwoo Kim,
Director, Information Technology
Division, Amorepacific

that would guarantee smooth business operations for several decades to come.

The mission to build a future-proof network

The Information Technology Division was tasked to create a new mobile working environment where employees were not restricted by time and location, while assuring service quality around the clock. There were also requirements to support one to one or multiple user conferences with local or global offices anywhere, anytime.

The division, therefore, had to understand the latest technology trends while taking into consideration the new headquarters' design characteristics. Their interest focused on Intent Based Networking (IBN), an intelligent networking system using advanced automation and machine learning to continuously align networks to business needs, automate processes and protect against threats.

They were convinced that IBN was the best solution for a physically open work space that allows flexible collaboration. Its ability to enhance security by virtually segmenting and operating the voice and data network was also an advantage. Thus, the division selected Cisco's network infra, ready for IBN, in designing Amorepacific's network, and completed the final design in April 2017.

Yet, the Information Technology Division never stopped exploring new technologies in search of best-suited solutions for the challenging requirements. When Cisco announced the Cisco Digital Network Architecture in June 2017, they chose to modify part of its network design to accommodate the newly introduced enhanced features to ensure a future looking network.

“Taking an unprecedented decision is a daunting task,” said Jinwoo Kim, Director of Amorepacific’s Information Technology Division “However, we firmly believe that the new network infra must be able to handle advanced automation and intuitive operation to enable agile business support in today’s rapidly changing digital business environment. In building a networking environment that becomes more complex by the day, our trust in Cisco’s ability to be a step ahead of the curve by providing a solution that deals with changing trends such as the IBN was fundamental,” added he.

Simplified hundreds of wired AP configurations and achieved intelligent operation with Cisco DNA Center

Amorepacific successfully simplified and achieved more efficient operations through Cisco DNA Center, a centralized network monitoring dashboard. It has also further deployed Cisco Catalyst 9500, thus configuring SD-Access Fabric for Cisco DNA.

Due to further enhancements in the network design, the deployment started later than originally planned, but Cisco DNA Center played a major role from the initial stage of deployment. It simplified the provisioning process of hundreds of wired APs covering the huge size of the headquarters. The traditional 10 lines of coding process required for each AP was simplified into just 2 to 3 mouse clicks. There was a learning curve to deploy a brand new technology. However, the team completed the deployment successfully within the deadline thanks to unfaltering support by Cisco’s engineering team and the solution’s intuitive and simplified process.

Another evident strength of Cisco DNA Center is its Assurance function. Based on a strong network data analysis platform, the function classifies the vast amount of data from the network and analyzes their correlation. Further, through machine learning, Cisco DNA Center prevents and reacts to threats in advance, providing predictive analysis and business intelligence. This technology thus assures a 24/7 seamless network operation.

Amorepacific also replaced all its wireless APs with Cisco products. This was because the team understood the importance of simplifying and automating operations of the wireless equipment, which was the major means by which users connected to the network, in addition to the wired equipment, for a true IBN environment. In the future, the Information Technology Division plans to integrate wireless APs to Cisco DNA Center to make operations automated and intelligent, ultimately providing a more strategic support for Amorepacific’s business.

Conclusion

Commenting on the business results, Jinwoo Kim further stated, “It is still early to discuss results since the transformation of the entire network, in addition to the voice and data network, into IBN with the help of Cisco DNA is still underway. Nonetheless, we are confident that Cisco DNA is the best choice that is closely aligned to the company’s globalization strategy.”

Amorepacific has plans to integrate the networking infrastructure of its global offices soon based on its newly deployed networking foundation, and thus aims to stand strong as the Global Beauty Brand by allowing a more compatible and flexible collaboration among employees worldwide.

Customer Success Stories - SEGA SAMMY



Modernizing Workplace for Greater Synergy

Customer: SEGA SAMMY HOLDINGS Inc.

Industry: Entertainment

Location: Tokyo, Japan

Size: Independent – 149 employees/ Concatenated – 7,726 employees(as of March 31, 2018)

Challenges:

- Reduce cost and increase efficiency through IT infrastructure integration
- Manage integrated platform, improve operability
- Connect multiple devices per person, increase wireless LAN bandwidth and access to it
- Create means to collaborate and extend communication beyond company and business

Constructing a leading edge business infrastructure that does not compromise diversity

In August 2018, SEGA SAMMY consolidated its head office functions of scattered group companies into a new office. The goal was to strengthen group collaboration and create synergy by activating human resources exchange and promoting group management. The new office incorporates a plethora of leading-edge Cisco technologies, including the Cisco Digital Network Architecture (Cisco DNA).

6,500 people from 20 companies have been brought together to strengthen group synergy and reform working methods.

The SEGA SAMMY Group is developing amusement devices and managing facilities with its game machine business, which focuses on Sammy, and Sega Group's digital game business at its core. It is expanding its businesses such as its entertainment content business, which produces videos and develops toys, and its resort business, which works on the development and operation of complex facilities such as hotels, in a wide area. In August 2018, SEGA SAMMY implemented effective group management and also consolidated the headquarters operations of their scattered group companies into a

Solutions:

- Cisco DNA for visibility, management, and control across devices with Cisco DNA Center, and Cisco DNA Assurance
- Bandwidth of 10 Gbps for clients and 100 Gbps between floors enables greater efficiency
- Cisco Aironet Access Point maximizes overall throughput and performance
- Cisco Prime Infrastructure for easier troubleshooting and taking preventive measures

Results:

- Removed company and business barriers, helped to enable secure operations, added work style innovation
- Created infrastructure networks and ICT environments that can expand over the next decade
- Can integrate further the middleware and application layers, aiming for automated operation management

new office in Osaki, Tokyo, in order to strengthen coordination between enterprises and create synergy through the revitalization of people-to-people exchanges. Leading edge technology, including Cisco Digital Network Architecture (Cisco DNA), was introduced at the new office, where 6,500 employees from 20 companies work, enabling new work methods that actualize the SEGA SAMMY Group’s mission of “Continuing to create moving experiences and making life more colorful.”

Takaharu Kato, Vice President and Executive Officer of the Managing Director of IT Solution Division at SEGA SAMMY HOLDINGS INC., had this to say regarding the aim of this relocation.

“We have aimed to construct a network and ICT environment to serve as a business infrastructure that can continue to expand and grow for at least 10 years.”

New Office Concepts

Collaboration

Create group synergy and reform working methods

Centrifugal Force

Embrace the individuality of each of the group’s 20 companies without inhibiting progress

Network

Establish both robustness and flexibility on the premise that it will continue 10 for years

Centripetal Force

Improve efficiency through platform integration

“

I am grateful that Cisco recently created advanced and complex requirements, including verification, together with us. In addition to integrated network infrastructures, we are aiming to further integrate middleware and application layers, and to automate operational management in the future. We hope Cisco will continue to work with us to cultivate the environment we created together.

”

-- Takaharu Kato,
Vice President and Executive
Officer of the Managing
Director of IT Solution Division,
SEGA SAMMY HOLDINGS INC.

Creating an Intent Base Network with Cisco DNA Center

“We received a proposal for the Cisco DNA Center from Cisco soon after the relocation project started. Initially, we were under the impression that it was SDN’s enterprise version, but we gradually recognized its benefits. There are many advantages to Cisco DNA Center, such as SD Access, but what we focused on in the beginning was assurance. It can visualize network usage trends and understand the predictors of trouble by collecting traffic information, such as that of users, devices, and applications, and by utilizing correlation analysis and machine learning algorithms.

The integrated network from the recent relocation has over 20,000 ports in total. It was difficult to understand anything when monitoring with the conventional Simple Mail Transfer Protocol (SMTP). With Cisco DNA Center, if there are many errors with communication for even one port, an alert will be sounded, and the entire situation can be visually grasped on the dashboard. I am left with the impression that times really have changed. In the future, after we upgrade the versions of the firmware for hundreds of switches at the same time, we will be better able to show ourselves at our best,” said Toru Kobayashi, Director, Platform Department, IT Solution Division at SEGA SAMMY.

“There is little noise during detection, and accurate detection is as expected. Even for non-reproducible faults, it can retrospectively conduct an analysis without missing that moment. I am getting responses saying it can minimize faults by noticing small problems, and that in the future, we will be able to prevent them from occurring. The Cisco DNA Center progresses quickly and is high-performance. Our team is in the process of

trial and error while coming to understand what they can do on a day-to-day basis, but we are already demonstrating results regarding the ability to collectively and visually manage a large quantity of devices. I am aiming to automate operations in the future,” added Yasuyuki Komiya, Manager, Network Team, Platform Department, IT Solution Division at SEGA SAMMY.



Conclusion

Kato had the following to say regarding the results of the recent relocation project, future developments, and his expectations for Cisco going forward.

“The environment at the new office in Osaki, whose operations started in August 2018, maximized the characteristics of the 1 floor, 1,600 tsubo pillar-less building, and realized various attempts to accelerate innovation. It provides a new working method that embodies the group’s mission of continuing to create moving experiences by breaking down the walls of companies and enterprises, to allow work to be done securely and comfortably. We are aware that we will not only be the most advanced at this point in time, but will also continue to expand and grow with businesses 10 years from now, so we created ICT, the backbone of this environment.

I am grateful that Cisco recently created advanced and complex requirements, including verification, together with us. In addition to integrated network infrastructures, we are aiming to further integrate middleware and application layers, and to automate operational management in the future. We hope Cisco will continue to work with us to cultivate the environment we created together.”



[For more information about Cisco DNA Center](#)

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