

Nestlé Reduces Business Risk of Downtime

Visibility of wireless network increases uptime of business-critical production processes for global manufacturer.

Customer Name: Nestlé

Industry: Manufacturing

Location: South Africa

Company Size: 4 000 employees

Business Impact

- Reduce business risk of downtime with network visibility
- Reduce requirement for SLA-based service, thereby saving on operational costs
- Allows for mobile workforce in new head office building



Case Study

Business Challenge

Nestlé is the world's leading nutrition, health, and wellness company with headquarters in Switzerland. In South Africa, Nestlé employs 4 000 people and has 10 manufacturing facilities located around the country. Its popular products include soluble coffee, infant nutrition, bottled water, condensed and evaporated milk, ice cream, chocolate and malt drinks, as well as culinary products.

The company relies on the CAT6k-E for its backbone and a range of access points and controllers, to track the business-critical production processes of raw materials and finished goods in its manufacturing facilities. Production systems are therefore reliant on a Cisco wireless network. If a switch becomes faulty, all the machinery in the affected area shuts down. Uptime of the network is critical, and the IT team must have the ability to locate and restore faults quickly.

Previously, the IT team had to physically travel to the affected site, and connect with a laptop to the wireless network to troubleshoot the problem. This was a time-consuming process and also increased the business risk of long periods of downtime.

Solution and Results

Nestlé deployed the Cisco® Prime Network Control System (NCS), with the assistance of Cisco Gold Partner, Dimension Data. Cisco and Dimension Data have a 10-year relationship with Nestlé. The company, therefore, felt that the ICT services and solutions provider was well positioned to understand the needs of its business and to translate these into an appropriate technology solution.

Essentially, the platform provides full visibility of connectivity across sites, regardless of device, network, or location. "IT now truly supports Nestlé's business-critical production processes, because we have full visibility of connectivity to networks across all our manufacturing facilities," says Kavi Garrib, senior systems engineer at Nestlé South Africa.

In the event of failure, Nestlé is now able to resume its production in minutes, instead of days. The platform manages all the routers and switches in the environment, and IT can now quickly track faults and repair and configure the affected infrastructure. The requirement for a service-level agreement (SLA)-based service is reduced, thereby saving on operational costs.



Garrib comments that a major benefit is that Nestlé has improved its vulnerability management. Previously, Nestlé struggled to keep track of patches and system updates for its Cisco wireless network. "The system automatically manages our wireless security policies. We are now 100 percent updated on all networking infrastructure, thereby decreasing business risk of downtime."

"Future plans include for the IT department to extend our capabilities to take full responsibility for the production of goods. Manufacturing facilities have automated processes with IT as a base infrastructure, which will be managed by the system."

Clyde Ostermeyer
Corporate IT Manager, Nestlé Southern Africa Region

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Continued



Case Study

Since Nestlé relocated to its new head office in Johannesburg two years ago, the company has not once experienced failure of wireless connectivity in the building. The system allows end users access to the wireless network, regardless of the device they are using.

Partner Profile

Cisco, together with Dimension Data, meets Nestlé's objective to deploy a standard of excellence across all of its offices globally. As an international company, Nestlé values the combined expertise and global reach that the two partners provide.



For More Information

To find out more about the Cisco Wireless Solutions, please go [here](#)

To find out more about Wireless Controller, please go [here](#)

To find out more about Dimension Data, please go [here](#)