Navigate Your Way to Better IT Operations with LaSalle Engineering Services

LaSalle Solutions

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Introduction

**Are you getting the most mileage from your technology investments?**

Like a vehicle that's logged thousands of miles without an oil change, tire rotation or other recommended maintenance, your IT infrastructure might be due for a check-up to ensure it's still capable of peak performance. Business tech can no longer be treated as a commodity and must instead become a strategic, well-maintained asset.

The right partner will enable this transformation and keep your business on a smooth track. No matter what specific tools and services you need to modernize your IT operations, LaSalle Solutions' Engineering Services will help you find, build, and integrate the best custom solutions for your requirements.

Our team of trusted advisors will work directly with yours to manage the entire IT infrastructure lifecycle from consulting to acquisition to implementation and technical support. With more than 50 years of collective experience, we specialize in every area of interest for our customers:

· Omnichannel contact centers

· Unified communications and collaboration solutions

· Data center architectures

· Cybersecurity improvements

· Cloud, mobility, and networking projects

· Lifecycle management

LaSalle Engineering Services is a tireless group of customer advocates. To every project, we bring an objective perspective as well as technical expertise to gain your trust and deliver results that set you up for long-term success.
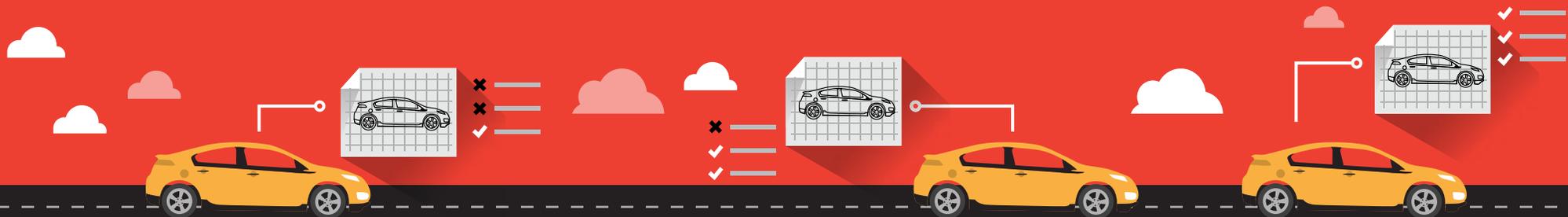
Collaboration

As mobile and distributed work become more prevalent in the enterprise, the stakes become higher for having a reliable unified communications and collaboration (UCC) solution in place to keep everyone connected.

37%

37% of all employed adults have telecommuted.

The share of U.S. workers that reported having ever telecommuted tripled between 1995 and 2015, representing 37% of all employed adults[1]. By combining voice, video, instant messaging, screen sharing, and more into a single platform (which is often hosted in the cloud), UCC suites make it easier for them to stay in sync without needing to navigate a bunch of separate applications.

Maximizing the performance and utility of a UCC implementation is complicated, though. The wide area network must be fundamentally reliable, employees have to settle on common platforms among many possible options, and, ultimately, everything needs to be secure and scalable.

LaSalle has successfully implemented a variety of modern UCC solutions, such as Cisco Unified Contact Center Enterprise (UCCE) and Unified Contact Center Express (UCCX), plus services from vendors including RingCentral and Amazon Web Services. Our commitment is to getting you the UCC solutions that support your teams and replace underperforming, fragmented systems that waste everyone's time.

[1] https://news.gallup.com/poll/184649/telecommuting-work-climbs.aspx

COLLABORATION
Success Stories

During a race at Lime Rock Park, the LaSalle team aggregated related social media activity and pulled that information into a Cisco Spark (now Webex Meetings) room. The ensuing conversation and group collaboration demonstrated the power of UCC tools to handle interactions even at great scale.
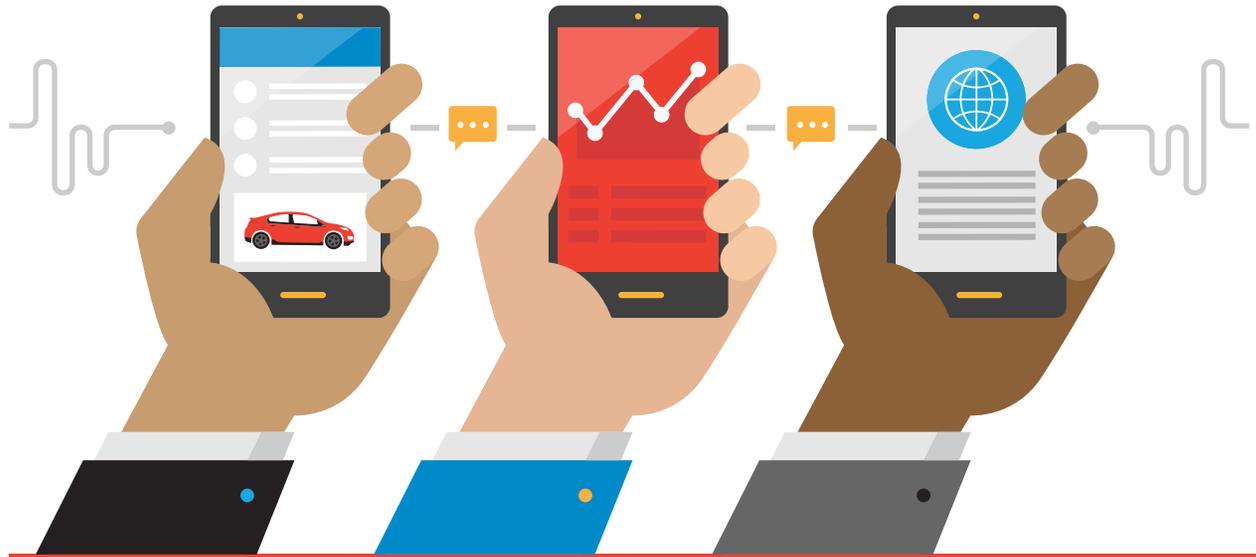
The LaSalle Engineering Services has also helped customers get up and running with Cisco Collaboration Edge. This platform gives Jabber users secure access to company collaboration services while remote or mobile, all without needing a VPN. Moreover, it enables business-to-business video communications, instant messaging with presence, and the use of the public switched telephone network as needed.

Such UCC upgrades will make a difference on the bottom line, thanks to more efficient workflows that chew up less time. Multitasking between a bunch of siloed communications apps can decrease productivity by as much as 40%, leading to potentially six or seven figures of annual losses[2]. UCC systems from LaSalle enable the focus and overall utility for solving this problem.

[2] https://www.wrike.com/blog/high-cost-of-multitasking-for-productivity/

Data Center

Data centers are the backbone of the digital enterprise, supporting everything from on-demand streaming services for consumers to mission-critical apps for businesses, such as productivity suites, voice calling, and video conferencing. They are home to the compute, storage, and network resources that enable the full range of modern IT services.
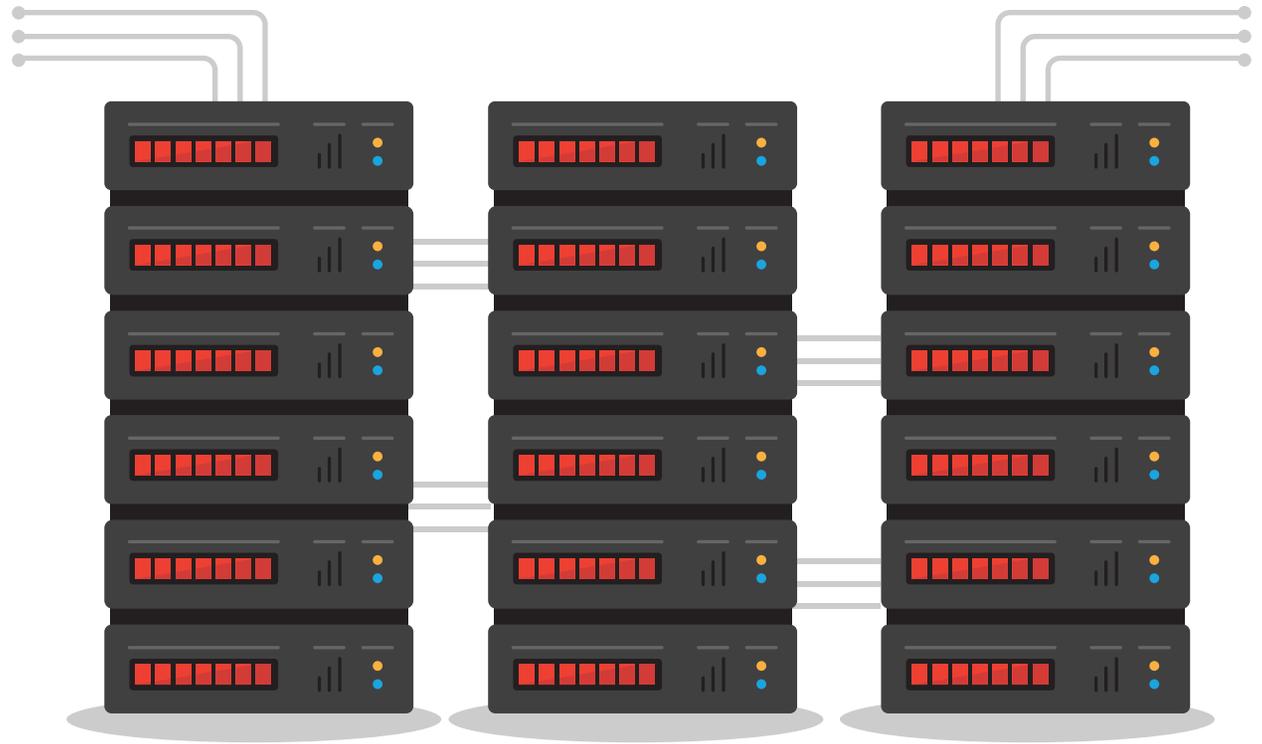
Over the past five years, data centers have evolved more so than almost any other domain of enterprise IT. Colocation and cloud computing have both come to the fore. Accordingly, today's data centers must meet exacting requirements for uptime and performance.
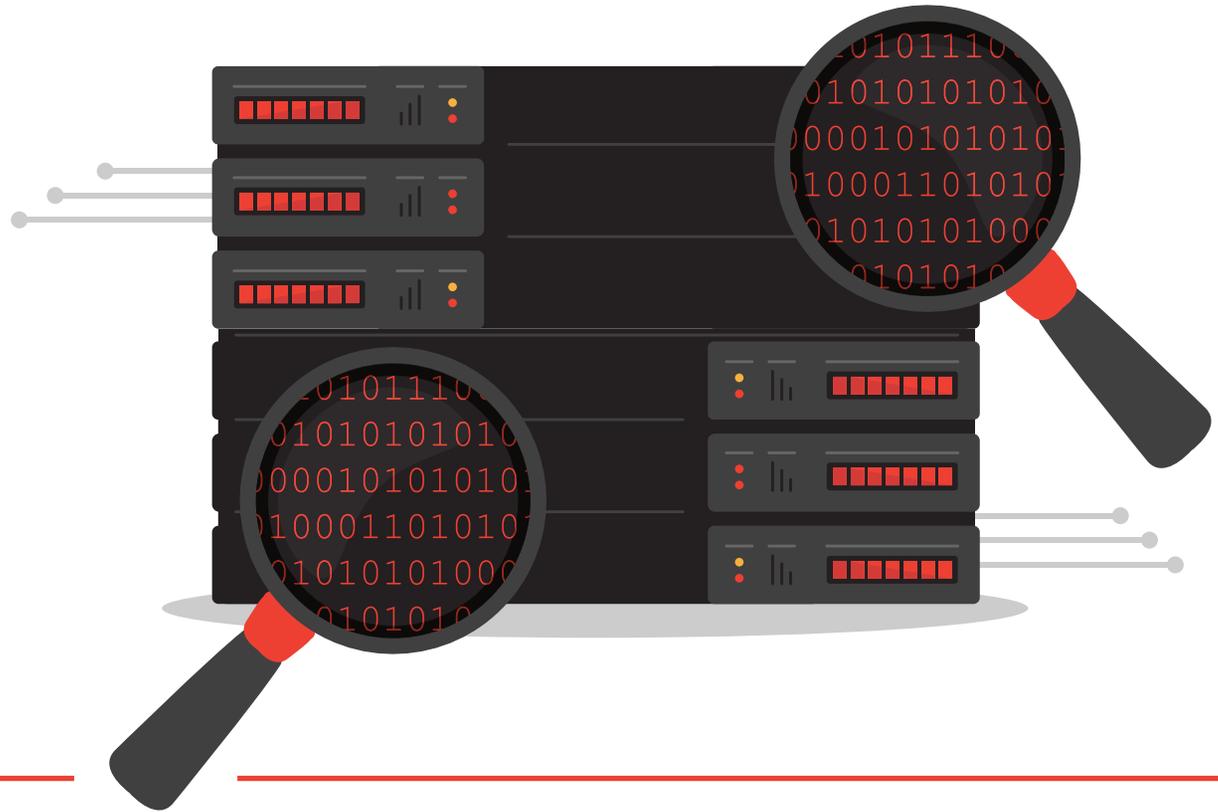
Toward that end, LaSalle Engineering Services offers:

· Guidance and assistance in moving to a virtualized environment, such as a hybrid cloud.

· Implementation of all-flash storage arrays to replace legacy HDDs.

· Hyperconverged infrastructure bringing together servers, storage, and network infrastructure.

DATA CENTER
Success Stories

A major insurance provider needed help modernizing its data center to keep up with changes across its business. Key requirements included ensuring secure handling of data in accordance with applicable regulations, reducing IT costs compared to an in-house implementation, and supporting a wide range of applications and devices.

LaSalle collaborated with this customer and helped it gain fuller visibility into its operations, so that the Engineering Services team then knew exactly where to focus its efforts. Through our cloud-based LAMP^{SM} platform, LaSalle enables full, customizable monitoring of trends across IT infrastructure, allowing for the accurate identification, removal, and replacement of any data center components that are no longer in the customer's interest to hold onto.

Ultimately, this insurance company turned its data center services into a source of advantage rather than a liability – and it did so with LaSalle's unique blend of LAMP technology and customer-centric expertise.

80% of enterprises had a multi-cloud strategy at the start of 2019.

Cloud

Cloud computing is ubiquitous
and is only becoming more popular.
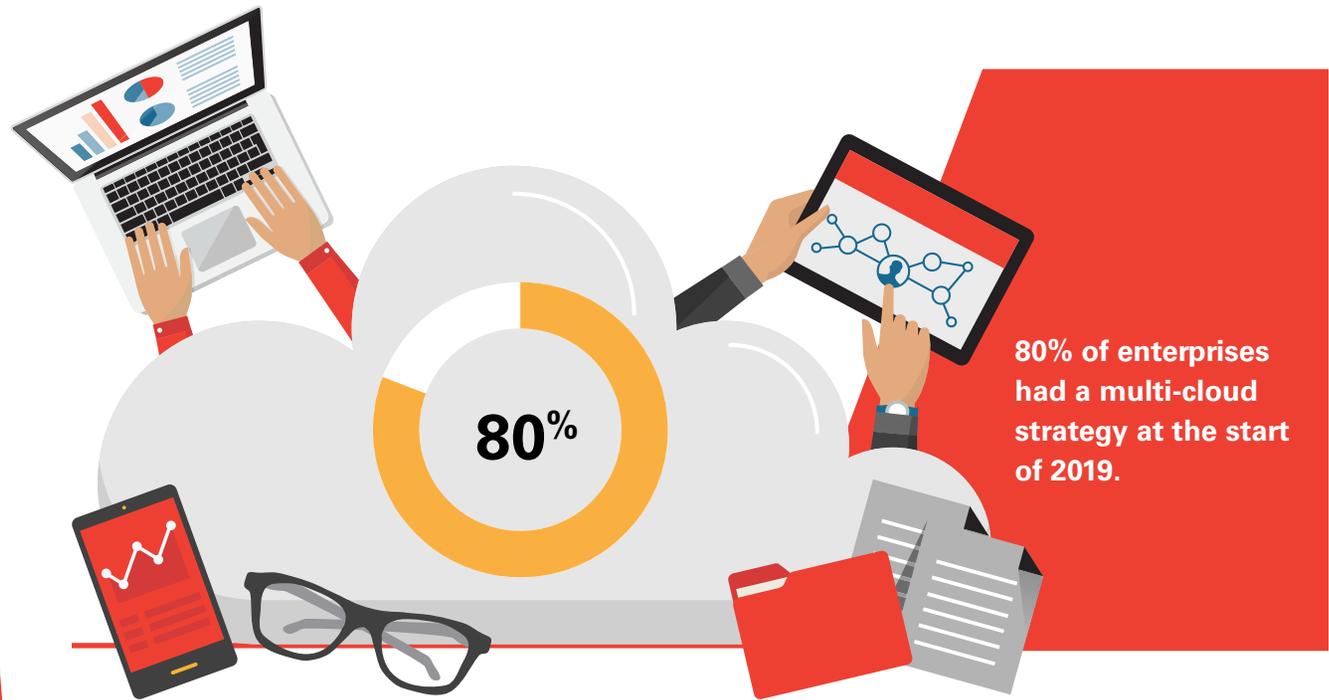
According to RightScale, more than 80% of enterprises had a multi-cloud strategy at the start of 2019, meaning they were consuming services from multiple service providers, often across both public and private clouds. Business essentials such as VoIP, video, CRM software, ERP systems, and much more have all made the move to the cloud.

Through LAMP – the industry benchmark in the monitoring of IT assets and maintenance contracts – LaSalle has developed deep expertise in matching cloud-based solutions to specific business requirements. Like many modern cloud services, LAMP can be seamlessly integrated with existing tools, such as ServiceNow and Cisco Smart Net Total Care, and scaled to countless devices.

Beyond LAMP, Engineering Services can also help in the implementation of Cisco Webex, Cisco Cloud Web Security, Cisco Meraki, and Green Cloud.

CLOUD
Success Stories

A large waste management company, specializing in garbage collection and secure destruction, was seeking to implement cloud services to streamline its operations.

By upgrading its cloud platforms, it would be able to better utilize its different data sources and provide superior service, all while getting more from its IT expenditures.

LaSalle Engineering Services guided this customer toward a custom cloud solution with key features including remote infrastructure deployment, performance analysis, and service availability reporting. Throughout the project, LaSalle helped the company hone in on the cloud environments, deployments, and management setups best aligned with its interests.

90%

90% of data traffic will originate in the cloud.

Networking

Without reliable networking, real-time collaboration apps – not to mention any connections to a data center or cloud – are virtually useless.

Today's networks face unprecedented end-user demand as these performance-sensitive applications, including VoIP and video conferencing, gain traction and as SaaS replaces numerous services that were once hosted locally.

According to Cisco's Global Cloud Index, data center traffic is expected to triple between 2017 and 2022, and more than 90% of it will originate in the cloud[3]. These trends underscore the importance of network connectivity – especially having adequate bandwidth – in supporting collaboration, innovation, and employee productivity.

For any customer looking for network solutions, LaSalle can help with strategy, roadmapping, and testing, in addition to the installation and management of particular technologies such as:

· Viptela SD-WANs for more predictable network performance

· Cisco Identity Services Engine for trusted access based on context

· Resource Reservation Protocol for superior Quality of Service

· Cisco Meraki for cloud-controlled, Wi-Fi 6-compatible wireless networks

3 https://www.cisco.com/c/en/us/solutions/service-provider/visual-networking-index-vni/index.html#~mobile-forecast

NETWORKING
Success Stories

The LaSalle Engineering Services has assisted numerous clients in the healthcare space with network modernization and optimization. The networked IT services critical to healthcare success have almost no margin for error, yet in many instances they are built on fragile legacy systems that have been in place for decades.

To rise to these challenges, LaSalle combines technical expertise with comprehensive data on each customer's environment. The Engineering Services ensures that customers know what's around the corner, in terms of what technical capabilities a networking solution will add and how it will affect the IT budget.

From ensuring the reliability of a VoIP solution to instituting DevOps for more efficient collaboration between teams, LaSalle has experience navigating a broad spectrum of network situations and ultimately delivering the best outcome for each customer.

60%

60% of all emails are now first opened in a mobile client.

Mobility

Mobile devices are fixtures of modern business. As wireless networks have become much faster and ARM processors have hit higher performance benchmarks, smartphones and tablets have become viable replacements for – or at the very least, strong complements to – conventional PCs.

However, enterprise mobility can be a double-edged sword. It extends the workforce, allowing employees, partners, and customers to interact in new ways, but it also introduces new risks related to the broader level of access and the heightened complexity of controlling what end users can do.

A Cisco survey of enterprise cybersecurity professionals revealed that they thought mobile devices were the most difficult assets to defend. More than 60% of all emails are now first opened in a mobile client and a majority of all network traffic comes from phones and tablets[4]. In this context, organizations must regularly assess their environments for security and performance – and LaSalle Engineering Services can provide expert guidance along the way.

[4] https://www.adestra.com/blog/email-client-split-2017/

MOBILITY
Success Stories

One of LaSalle's customers, a bank and credit card issuer, needed to upgrade the mobile experience for its teams.

Instead of building out new offices or purchasing lots of additional IT infrastructure and equipment, this financial institution was able to bring its mobile users together through a Cisco Webex implementation.

LaSalle Engineering Services assisted in the setup of 3,500 Webex rooms across the bank's workforce. Webex provides crystal-clear video conferencing, secure messaging, and sophisticated meeting controls. It's the perfect platform for safely connecting increasingly mobile employees with each other, whether for a regular company meeting, a sales call, or an HR training session.

Lifecycle Management

Managing the full IT infrastructure lifecycle requires staying on top of numerous licenses, devices, maintenance contracts, and leases.

The rapid pace of technological change complicates this process, as assets often require quick replacement to keep pace with industry innovation.

Aging hardware and software create substantial overhead for IT organizations. An assessment from IDC found that in its seventh year, a typical server provides only 41% of its first-year performance while costing more than 4 times as much in technical support and administration[5].

LaSalle offers customers single-source solutions for the entire IT lifecycle. Our team will help you with initial consultation, asset acquisition, financing, contract management, and eventual disposal.

[5] https://www.emc.com/collateral/analyst-reports/idc-why-upgrade-server-infrastructure.pdf

LIFECYCLE MANAGEMENT
Success Stories

LAMP lets LaSalle customers cut through the noise of the IT infrastructure lifecycle and track what really matters, in real-time, 24/7. Via LAMP, a customer can aggregate technology information through the platform's numerous built-in and custom integrations.

As a result, finding any aging equipment past its useful life and due for replacement is easy. The LAMP mobile app, available on iOS and Android, can also retrieve asset information on the fly and scan serial numbers with Bluetooth technology.

What kinds of results has LAMP delivered? A law firm that had partnered with LaSalle for more than a decade cited the ease and efficiency of upgrading its IT infrastructure, including rapid processing of new requests, accurate reporting on leases, and straightforward equipment returns.

Security

Network security is a complex undertaking for any company. With so many devices accessing corporate networks and handling sensitive information, asset visibility and control must be priorities, or else a costly data breach becomes a real possibility.
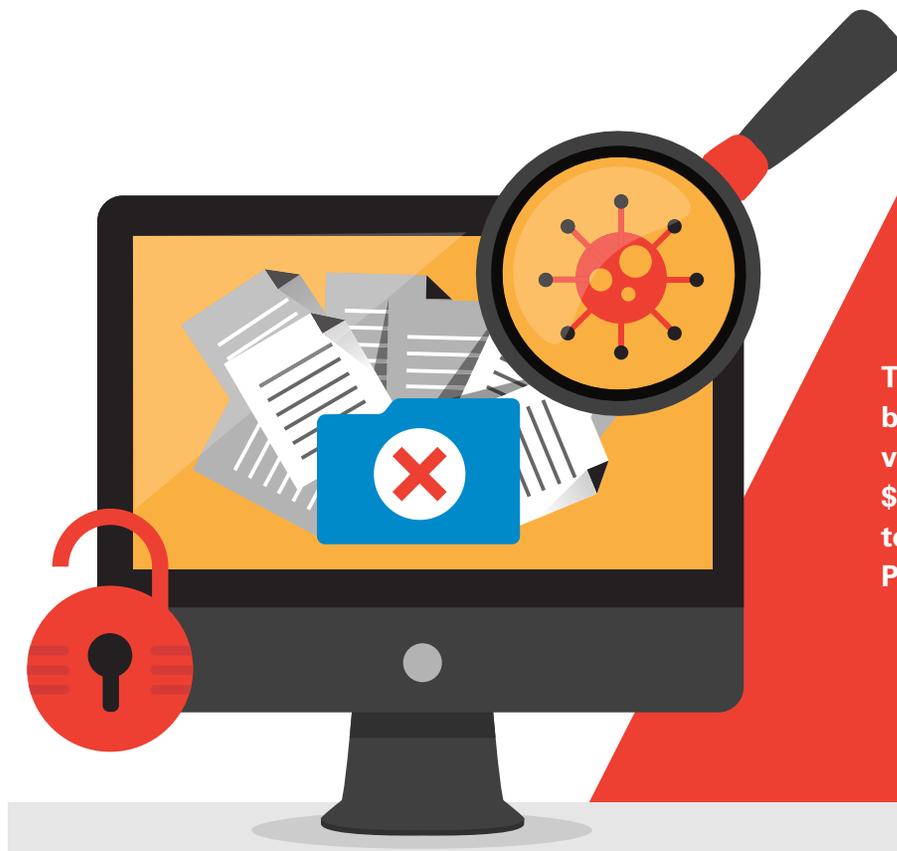
The average data breach costs its victim almost $4 million according to IBM and the Ponemon Institute.

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To keep customers safe, LaSalle Engineering Services possesses expertise in multiple security domains such as migration and upgrade planning, risk mitigation, data centers, and collaboration technologies. Our security experts carefully assess each customer's IT infrastructure and implement the measures that will best protect them from complex cyberattacks such as man-in-the-middle attacks, DDoS campaigns, and ransomware.

6 https://www.ibm.com/security/data-breach

SECURITY
Success Stories

LaSalle Engineering Services has overseen Cisco Identity Service Engine (ISE) deployments for multiple customers.

For a Fortune 100 company, we implemented ISE as a single-box solution for:

- Preventing unauthorized access to the network
- Defining policies and role-based administrator controls for switches, firewalls, routers, and other devices
- Managing security policies by device type and applicable user restrictions

For a bank, LaSalle set up ISE for network access control. This implementation allows visitors to bank branches to access secure guest Wi-Fi services fully segmented from the main enterprise network.

For another Fortune 100 company, LaSalle Engineering Services helped integrate Cisco Stealthwatch. This solution, which was integrated with ISE, allowed for quick detection of unauthorized access and the ensuing adjustment of firewall rules for better protection.

Contact Center

Customer experience should be a source of strategic advantage. With an omnichannel contact center solution from LaSalle, you can collaborate with your customers on their preferred channels, anytime and anywhere – whether that's live chat, email, voice, or text message. Say goodbye to the days of "press 1 to speak to …" and enjoy advanced capabilities such as unique, customized IVRs with self-service capabilities, deep social integration, and AI driven interactions.
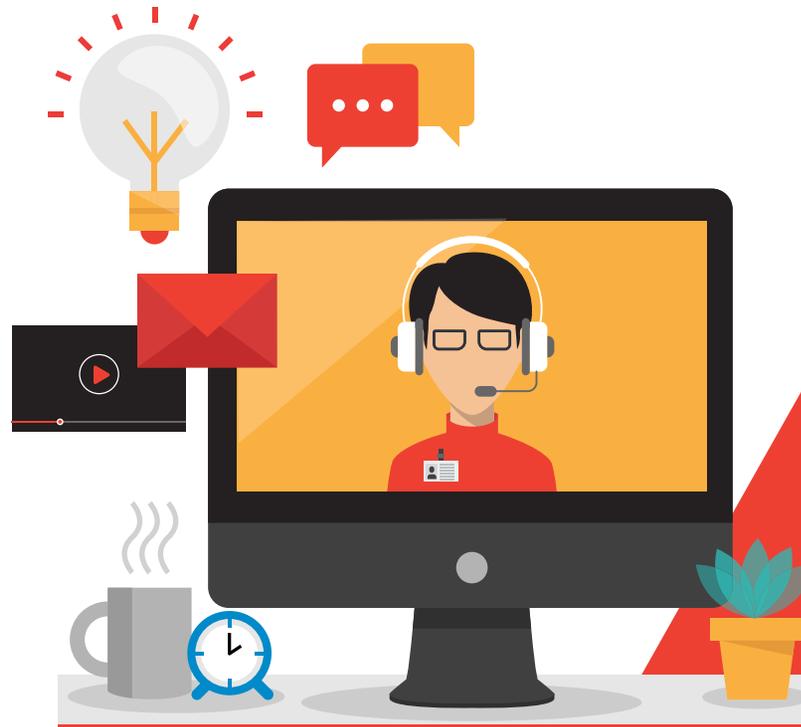
The LaSalle Solutions team will serve as your trusted advisor to help bring your ideal customer experience vision to life, enabling your users to focus on more important matters.

The LaSalle Solutions team will serve as your trusted advisor to help bring your ideal customer experience vision to life, enabling your users to focus on more important matters. The same experts you meet upfront for strategic consulting will be your personal "A" team overseeing the custom development, tactical implementation, and integration of your preferred solution. The entire Contact Center and Collaboration team has spent time on the customer side of the spectrum, meaning they have a thorough understanding of a customer's needs, concerns, common roadblocks, and goals; collectively, they have decades of experience, within all of the major verticals, including some of the biggest global deployments in existence.

While LaSalle is a Cisco Gold Partner, we pride ourselves on being partner agnostic and our ability to offer the best solution for you, the customer. We have implemented everything from RingCentral/inContact, to Amazon Connect, to both premise and cloud-based Cisco environments. We'll help you find the platform that makes sense for your requirements, discuss roadmaps for on-prem solutions and help smooth your transition into the cloud.

CONTACT CENTER
Success Stories

When LaSalle began offering contact center solutions, it partnered with a Fortune 500 healthcare organization that needed help in modernizing its omnichannel and collaboration tools.

This customer's upgrade began with talks about the Cisco cloud, to see which services would make sense for its many users. Ultimately, LaSalle helped them implement Cisco Webex Contact Center (formerly CJP), utilizing artificial intelligence (AI) and cloud analytics to enhance their customer experience. In addition to that, LaSalle delivered custom applications to help their existing on-premise solution take advantage of advanced capabilities within the platform, such as Outbound Campaigns, Chat, Email, Courtesy Callback, and Precision Queuing. These changes led to measurable efficiency gains and significant cost savings for the business, while LaSalle continued developing their cloud migration strategy.

Since then, LaSalle has been busy working with existing clients and new clients alike to implement:

- · Cisco BroadCloud for the deployment of scalable, carrier-grade cloud services.
- · Cisco UCCE for fault-tolerance and comprehensive reporting.
- · Cisco UCCX for secure customer interaction management.
- · Cisco Packaged Contact Center Enterprise for simplified omnichannel administration and deployment.
- · RingCentral/inContact for an all-in-one cloud business phone system with omnichannel capabilities.
- · Amazon Connect for enhanced speech recognition and AI capabilities.
- · Twilio for additional channels such as SMS.
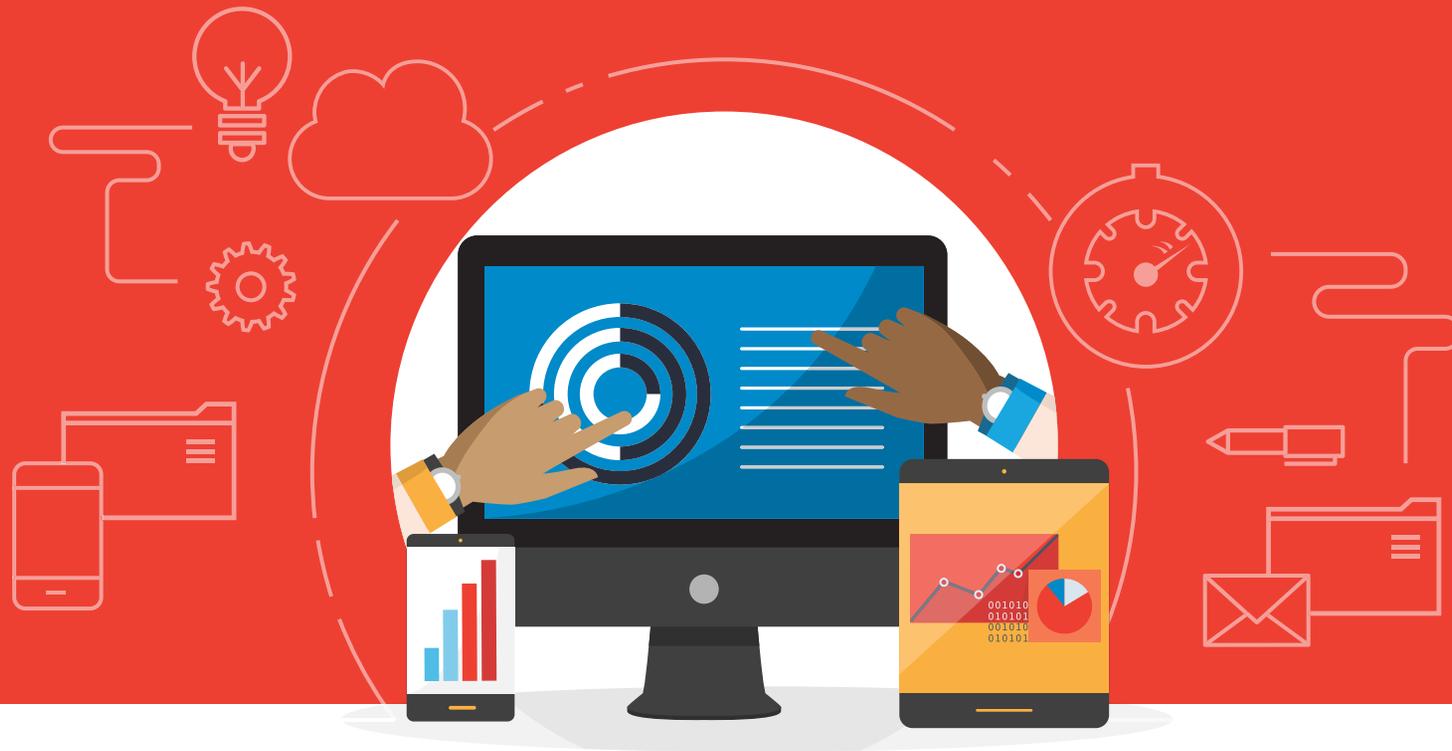- · Verint and Calabrio for workforce optimization, call/screen recording, and advanced analytics.

These customers unlocked many benefits, including enhanced workforce optimization for agents, superior quality assurance of all customer interactions, and the latest customer experience enhancements; they transformed their contact centers operations into a driver of business success.

The Right Partner Changes Everything

At LaSalle, we stand apart through our commitment to listening to every customer and finding the right solutions and business process improvements that produce tangible, sustained results. We make sure you get the technologies that will not only solve your current problems but also help you better navigate future challenges and continuously improve your operations.

To learn more about how the LaSalle Engineering Services can help your organization, contact us at (847) 823-9600 or info@elasalle.com.

LaSalle Solutions

lasallesolutions.com

Sources

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