



**AKRAYA** | *Trusted Talent*

## Customer Success Story



### Client Profile:

**Industry:**  
Network Equipment

**Company:**  
Cisco Systems

**Akraya Client Since:**  
2001

**Domain:**  
Managed Services

**Project:**  
Release Management

“Akraya has been a preferred Cisco partner since 2001 helping Cisco focus on developing our products and grow our business.”

**Prasanna Deshmukh**  
Sr, Director,  
Cisco Systems

### Akraya Provides Top-Notch Configuration and Release Management Services

#### Client Need

The project portfolio of a key division had expanded at a dizzying rate and production releases had started facing crucial issues, impacting both internal and external clients. Akraya’s Configuration & Release Management team was tasked with stabilizing the monthly releases, reviewing existing Configuration & Release Management processes and recommend solutions/best practices for the gaps.

#### Akraya’s Solution

The Akraya team leveraged their in-depth expertise in Configuration & Release Management best practices. The team quickly identified process areas that required tightening and along with the client’s active participation, added best practices, checklists and tools to fortify the existing process.

Akraya’s team diligently focused and executed on key tasks that quickly smoothed out the project releases. In the first three months of the engagement, the number of pre & post-production release issues rapidly lessened and releases were significantly more stable.

#### Results

The Akraya Configuration & Release Management team rapidly stabilized the monthly production releases.

Some of the key benefits resulting from the engagement include:

- Updated run book incorporating best practices & check lists
- Rapid reduction in number of pre & post-release issues
- Significantly more stable monthly releases