



ARC

INSIGHT HELPS ARC DELIVER VOICE AND DATA WITH A SECURE NETWORK

Over 140 companies use the company's configurable solutions worldwide including Sony, Fujitsu and Motorola. ARC's solutions enable the creation of highly differentiated system-on-chips (SoCs) that ship in hundreds of millions of devices annually. ARC's patented subsystems and cores are smaller, consume less power, and are less expensive to manufacture than competing products.

The Company also license post-processing audio software that brings greater clarity and realism to music derived from compressed data streams. ARC International maintains a worldwide presence with Corporate and R&D offices in the UK, USA and Russia.

The Challenge

ARC International was moving all its UK Head Office and Design Centre staff into new offices located in St. Albans, Hertfordshire. Due to ongoing global expansion and technical development, the company required the most effective infrastructure in place to be able to support its growing business and manufacturing processes.

"We needed to be able to duplicate our existing Cisco call infrastructure network, ideally an upgrade that would allow us to add additional functionality over time," explains Martin Jackson, Head of IT Services.

"An initial site survey needed to be carried out on our existing infrastructure for all our requirements to be accurately assessed and risks taken into consideration – we could not afford to have our design and development processes affected.

It was important that all departments across the business network could communicate effectively. Part of the project would involve consultancy to identify any issues. In addition to this, our existing network was not documented - this was essential going forward. We had to have a secure network infrastructure in place to support all our applications and deliver significant improvements in processes and productivity across the business."

The Solution

"Insight had a good understanding of our IT strategy, consistently delivering on time and to budget, I felt confident that they would continue to deliver."

Insight produced a document on their existing topology, inherited from a previous supplier and a comprehensive proposal for the new building. "Six months prior to moving into our new building we contacted Insight to get them involved. Our entire network needed to be upgraded from 100Mb to 1GB and a WLAN installed together with a heavy-duty firewall and improved topology.

Insight provided us with a cost effective solution to transport data, voice and video across the business. The Cisco solution that Insight designed and installed ensured our network operated with maximum performance, security, and flexibility.

(Continued)

AT A GLANCE

Client Profile

ARC International is the world leader in multimedia subsystems and configurable CPU/DSP processors.

The Challenge

Due to ongoing global expansion and technical development, the company required the most effective infrastructure in place to be able to support its growing business and manufacturing processes.

The Solution

Insight helped ARC International deliver voice and data across a secure network for their new head office that would reach all staff. A high quality service is now in place to support business-critical applications and business growth.



INSIGHT TECHNOLOGY SOLUTIONS

INSIGHT CASE STUDY

The solution complimented our IT strategy and corporate objectives, supported with Insight's CareNet, a 24/7/365 days a year network support contract. CareNet staff provide us with effective support and the most up-to-date system and application network software."

The Benefits

"The installation went very smoothly, I was delighted with the support I received from Insight. Everything was pre-staged and tested; I was impressed with their facilities and the thorough testing they conducted. Communication has been excellent throughout, I felt confident that it was going to happen, which is important considering the installation time frame.

You could not help but feel confident with Insight's technical expertise. Our new solution has been well documented and we now have a robust change management process designed, with Insight in place should there be any updates that need to be made.

The Insight CareNet support contract we have in place has helped to facilitate a stable and reliable network. Our network administration is now far easier, the management interface of the network intuitive and easy to use."

CareNet provides additional features and functionality that help companies to efficiently utilise their resources. Insight can provide fast response times to maximise network capabilities. ARC International also uses the ITIL framework that Insight operates ensuring all service management is applied effectively.

"Our network is now stable and a lot faster, internal processes have improved. We now have 100% increase in performance on our super computer farm. Test runs of ARC International components that used to take 40 days, now only take four hours, a huge improvement.

Insight has continued to demonstrate their high technical expertise and quality of work, adding value wherever possible to the project, they ensured that there was no disruption to our business. The ROI has been quick; I was impressed with how Insight took the time to understand our corporate objectives, IT strategy and roadmap going forward.

We have developed a strong working partnership with Insight, their proactive approach is essential to keeping our network and business running efficiently."

The Outcome

- » Secure and reliable network
- » Easy network administration
- » Strong Project Management
- » Significant increase in productivity
- » Strong firewall
- » Comprehensive support contract in place

"The Cisco solution that Insight installed ensured our network operated with maximum performance, security, and flexibility."

Martin Jackson,
Head of IT Services, ARC
International

Who is Insight?

Insight is a technology solutions provider serving global and local clients in 170 countries on all continents. Today, thousands of clients, including more than 80 percent of the Global Fortune 500, rely on Insight to acquire, implement and manage technology solutions to empower their business.

Insight provides software and licensing services globally. In addition, we offer a comprehensive portfolio which also includes hardware and value added services for our clients in North America and the U.K.

We are aggressively expanding our global capabilities by introducing new offerings, including hardware and services, to meet emerging needs for our clients worldwide.

Insight is ranked No. 477 on *Fortune Magazine's* 2008 'Fortune 500' list.



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