



Family Center Transforms Client Service Management

Combarranquilla support center integrates housing, health, education and recreation services with mobile access for staff.

Customer Name: **Combarranquilla Caja de Compensación Familiar Services**
Industry: **Services**
Location: **Barranquilla, Colombia**
Company Size: **150 employees**

Case Study



Business Impact

- Monthly saving on call costs of over US\$12k
- Secure mobile access for all employees
- Greater responsiveness to affiliate service requests
- Improved operational efficiency and network security

Business Challenge

Founded some 50 years ago in the Atlantico department of northern Colombia, Combarranquilla provides financial subsidies and support services to workers and their families. The organization has links with affiliates in the housing, health, education, training, and recreational sectors, enabling clients to access vital services to support the family unit.

Spread across four locations, Combarranquilla had a slow, inefficient set of unaligned legacy networks. These networks required frequent maintenance, at high cost, with individual access setup needed for each new user. Each location had its own private branch exchange (PBX) switchboard, generating excessive phone bills. The network could not handle broadband, and was vulnerable both to information leaks and external attacks, because it lacked any security protocols.

Combarranquilla faced new challenges when it took on resource management functions for Atlantico's subsidized health system, and needed to provide more networked services for its affiliates. When the organization opened a new recreation center in Puerto Colombia, about 90 minutes away, the organization decided to transform its network, improving performance and security, while enabling staff to access the network securely anywhere, any time.

Solution and Results

The Cisco end-to-end solution interlinked Combarranquilla's four locations using the built-in multifunctional capabilities of [integrated services routers](#) (ISRs). It enabled secure wireless access for mobile users over a virtual private network (VPN), underpinned by advanced [security](#) and intruder prevention functions. The addition of a Cisco IP PBX permitted all calls to be routed over a single data network.

Combarranquilla has cut the monthly cost of calls by 25 million pesos (US\$12,400). Its converged Cisco network has redundant links for automatic re-connection, while network management and maintenance are both simpler and cheaper. The Cisco centralized network management has improved operational efficiency, enabling all network issues to be addressed remotely, eliminating delays, and reducing the previous high costs of technical support.

Combarranquilla is now able to offer free Internet services to its clients at any location. Mobile access for employees provides instant access to its services, and enhances their responsiveness to requests and inquiries during on-site visits to affiliates. The organization's network is now well equipped to meet the demand for improved affiliate service offerings.



“We really value the Cisco solution. We have the support of a world-renowned brand, and its performance is far superior to that of any other equivalent solution. Previously, when a failure occurred, we had to send someone to fix it. This was costly and caused delays; now everything is done remotely and instantaneously.”

Marco Muñoz de Castro
Engineer and Technology Manager, Combarranquilla Caja de Compensación Familiar

For more information on Cisco solutions for Small Business please [click here](#)