ARISTA TAC CASE STUDY

# Cullen/Frost Bankers, Inc.

## Introduction

This case study of Cullen/Frost Bankers, Inc. is based on a May 2022 survey of Arista TAC customers by TechValidate, a 3rd-party research service.

> " "It is very easy to open a ticket with Arista TAC and getting connected to a TAC Engineer is very fast."
>
> "The TAC response was excellent, and was exactly what I needed"

## Challenges

The business reasons that led the profiled company to evaluate and ultimately select Arista:

- Product quality and Reliable solutions.
- A dependable Post-sales Support.

## Use Case

The key features of Arista that the surveyed company is impressed by are:

- Product quality and features
- Post-Sales Support
- Industry reputation
- Account management and pre-sales engagement

## Results

The surveyed company achieved the following results with Arista:

- Overall quality compared to other networking vendors:
  - post-sales support: Much better
  - software: Much better
- Operational excellence because Arista TAC was excellent:
  - technical know-how of engineers: extremely satisfied
  - time to problem resolution: very satisfied
  - quality of case updates: very satisfied
  - responsiveness (initial and ongoing): very satisfied

### Company Profile

Company:
**Cullen/Frost Bankers, Inc.**

Company Size:
**S&P 500**

Industry:
**Banking**

### About Arista TAC

Arista Networks pioneered software-driven, cognitive cloud networking for large-scale datacenter and campus environments. Arista's award-winning platforms, ranging in Ethernet speeds from 10 to 400 gigabits per second, redefine scalability, agility and resilience. Arista has shipped more than 20 million cloud networking ports worldwide with CloudVision and EOS, an advanced network operating system. Committed to open standards, Arista is a founding member of the 25/50G consortium. Arista Networks products are available worldwide directly and through partners.

Learn More:

 Arista Networks