

HIGH-END RETAIL IMPROVES CUSTOMER EXPERIENCE UPGRADING WAN ACROSS 350 LOCATIONS

EXECUTIVE SUMMARY

CUSTOMER TYPE: Department Store

INDUSTRY: Retail

BUSINESS CHALLENGE

- Upgrade network to SD-WAN
- Scale roll-out and management to 350 locations

SOLUTION

LiveNX single-pane-of-glass network performance management from LiveAction

BUSINESS RESULTS

- Seamless deployment of Cisco IWAN across 350 locations
- Enhanced customer experience in retail locations and online in 96 countries

CHALLENGE

This chain of high-end department stores opened its first location in 1901. It is now an omnichannel retailer with 350 stores in North America and online customers in 96 countries. In an enterprise-wide initiative to create the best possible customer experience through continuous innovation, the network team researched software-defined networking, eventually settling on Cisco's Intelligent WAN to power their corporate network. IWAN offered the flexibility and economy of SD-WAN, while simultaneously reducing network costs.

As the team prepared to roll-out IWAN across 350 retail locations, it became apparent that they required a platform to simplify and automate the process of configuring, monitoring, and troubleshooting the solution for this large-scale deployment.

SOLUTION

The networking team selected LiveNX, the application-aware network performance management platform from LiveAction. As the Cisco-recommended management solution for IWAN, LiveNX leverages the collective network-performance management experience found at LiveAction, a considerable asset that is baked into the platform. As a result, tight integration between LiveNX and IWAN provides operational efficiency while mitigating risk. Even with teams that have varied levels of experience, live and online training assures that all members can effectively use the solution.

RESULTS

The single-pane-of-glass capabilities of LiveNX provided the rich visualization the retailer needed for an issue-free rollout. Different views allowed them to validate traffic path configuration and performance across all sites, ensure that the traffic loads were balanced, monitor the network for alerts by site pairs, application groups, and service providers, and quickly identify and resolve anomalies.

Quality of service (QoS) configuration and management was an area of concern for the network team. Manual configuration via a command-line interface was not only vulnerable to typos and errors, it had the added liability that it wouldn't scale in a deployment across 350 locations. The GUI-based QoS configuration and management tool in LiveNX allowed the team to create reference configurations for specific use cases and quickly replicate them across hundreds of devices with a few mouse clicks and without ever having to resort to the command line.

"LiveNX provides the ongoing visibility into the Cisco IWAN solution that we require," the principal network engineer said.

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FOR MORE INFORMATION

LiveNX and LiveUX Downloads

Free downloads of [LiveNX](#) and [LiveUX](#) are available now. Visit our webpage to discover more details and benefits of LiveNX and LiveUX.

Upcoming Webinars

Check out our updated [webinar schedule](#)—gain insights from our special presenters about topics like QoS, Hybrid WAN Management, Capacity Planning and more.

Additional Resources

Case studies, white papers, eBooks and more are available for your learning on the [LiveAction resources page](#).

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— Principal Network Engineer for a High-End Retail Store

Note: This customer story is based on information provided by a High-End Retail Store and describes how that particular organization benefits from the deployment of LiveAction solutions. Many factors may have contributed to the results and benefits described.

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