

LIVEACTION CASE STUDY

Manila Electric Company Chooses LiveAction for Fastest Root-Cause Analysis

Introduction

This case study of Manila Electric Company is based on a March 2022 survey of LiveAction customers by TechValidate, a 3rd-party research service.

Challenges

Manila Electric Company needed greater visibility into its network infrastructure in several areas, including:

- SDWAN
- Data Center
- Branch
- Campus
- WAN

Company Profile

Company:
Manila Electric Company

Company Size:
Small Business

Industry:
Energy & Utilities

“LiveAction excels at finding and determining
the root cause of an issue/incident”

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Use Case

Manila Electric found the most value in these LiveAction NPM capabilities:

- Automatic device discovery that creates an exhaustive inventory of every Device and Interface
- Hop-by-hop analysis of application visibility and performance
- Searching, filtering, and granular analysis of network telemetry
- Faster troubleshooting and diagnosis
- Enhanced visibility to different parts of the network (LAN, Campus, WAN, DC)
- Unified, easy-to-use GUI Dashboard
- Single-click drill-down from flow visualization to packet analysis for detailed root-cause analysis
- Flexible and granular Reports, and predictive Alerting
- Packet-level analysis

Results

With LiveAction Manila Electric reported achieving:

- Faster problem diagnosis and root-cause analysis
- Improved operational efficiency that supported business growth
- A unified view of the entire network from device to flow to packets
- Positive feedback from the management team on trackable NetOps improvements

Manila Electric considered and evaluated the following companies before ultimately choosing LiveAction:

- Riverbed
- SolarWinds
- NetScout
- ExtraHop

About LiveAction

LiveAction provides end-to-end visibility of network and application performance from a single pane of glass. We provide enterprises with confidence that the network is meeting business objectives, full network visibility for better decisions, and reduced cost to operate the network. To learn more visit www.liveaction.com

Source: Glenn Diaceno, Operations Manager, Manila Electric Company

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Research by

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