

## LIVEACTION CASE STUDY

# Fortune 500 Tech Company Picks LiveAction for Seamless Cisco Integration

### Introduction

This case study of a Fortune 500 computer services company is based on a March 2022 survey of LiveAction customers by TechValidate, a 3rd-party research service. The profiled company asked to have their name blinded to protect their confidentiality.

### Challenges

The tech company struggled with visibility in their WAN environment and was seeking a platform that would enhance their network observability.


### Company Profile

The company featured in this case study asked to have its name publicly blinded because publicly endorsing vendors is against their policies.

TechValidate stands behind the authenticity of this data.

Company Size:  
**Fortune 500**

Industry:  
**Computer Services**

 "We chose LiveAction to help with QoS tagging and packet issues. The cost/benefit comparison & integration with Cisco devices made it an easy choice."

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### Use Case

Using LiveAction, they found significant value in the hop-by-hop analysis of application visibility and the performance metrics.

### Results

LiveAction allowed them to achieve faster problem diagnosis, beating previous MTTR. With root-cause analysis they gained a better understanding of where patterns of failure occurred.

This enterprise evaluated the following companies before ultimately choosing LiveAction:

- Riverbed
- SolarWinds
- NetScout
- SevOne
- opensource netflow

### 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](http://www.liveaction.com)

Source: TechValidate survey of a Fortune 500 Computer Services Company

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