Professional Services Enterprise Selects LiveAction Over SolarWinds and Netscout for Better Visibility

Introduction

This case study of a large enterprise professional 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

This Professional Services Enterprise was struggling with the business impact of low visibility to their branch environment.

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:
Large Enterprise

Industry:
Professional Services

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Use Case

This enterprise selected LiveAction for the value in these specific network monitoring capabilities:

→ Hop-by-hop analysis of application visibility and performance

→ Searching, filtering, and granular analysis of network telemetry

→ Faster troubleshooting and fault diagnosis

→ Easy single-click drill-down from flow visualization to packet analysis for detailed root-cause analysis

Results

They achieved the following results with LiveAction:

→ Faster problem diagnosis and root-cause analysis

They evaluated SolarWinds and NetScout NPM tools before determining that LiveAction best addressed their visibility needs.

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

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