Bausch + Lomb Gain 20/20 Network Visibility With LiveAction

Bausch + Lomb successfully implemented the LiveNX Network Performance Management platform to reduce meantime-to-repair by 70%.

CASE STUDY

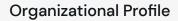## Collecting Network Data Wherever It Lives

Bausch + Lomb work with multiple service providers globally while utilizing a vast variety of technologies including MPLS, raw internet and SD-WAN circuits. They had previously used a collection of vendor-provided and third-party open-source tools to collate information from network devices and server logs.

The network and IT operations teams ingest multiple types of data from different domains and at the time, lacked the ability to gain a consistent and accurate view of their network at any given time.

Complete Network Visibility

Bausch + Lomb needed complete visibility into their complex supply chain that relies on always-on connectivity. Enter: LiveNX, LiveAction's network and application performance monitoring platform with patented end-to-end visualization for a global view of the network and the ability to drill-down to individual devices.

"It was during a NAC project that our partner TESREX was helping us with that they suggested LiveAction as a possible solution," explains Victor. "We did a short proof of concept, and it was clear almost immediately that this was a real game changer."

Organizational Profile

COMPANY SIZE

Large Enterprise

INDUSTRY

Eye Health Product Manufacturer

Bausch + Lomb is dedicated to protecting and enhancing the gift of sight for millions of people around the world and have a comprehensive portfolio of more than 400 products, including contact lenses, lens care products, eye care products, ophthalmic pharmaceuticals, over-the-counter products and ophthalmic surgical devices and instruments.

"Our WAN is the core of our digital infrastructure which connects over 110 sites around the world", explains Victor Oduneye, Global Network Services Lead for Bausch + Lomb.

Outages Spotted and Actioned During POC

LiveNX provides Bausch + Lomb advanced analytic capabilities, allowing them to easily spot faults on their network. Once uncovered, LiveNX delivers recommendations for remediation, ultimately increasing productivity.

Further enhancing its meantime to repair (MTTR) capabilities, LiveNX's DVR-like playback capabilities allows Bausch + Lomb to go back at any point in time to identify the point of failure.

"It was actually during the POC test on a small office network that LiveNX detected an ISP service outage that allowed the team to inform the business of an upcoming disruption and adjust for it." says Victor.

LiveNX has been running now for over 24 months at Bausch + Lomb and the platform capabilities have been highly praised by Victor, "We have a large, busy network and there are never enough hours in the day to get things done," he says.

> "LiveAction helps us to free up time and reclaim part of the day to focus on proactive tasks and not just firefighting. We are also spotting stuff earlier and since its deployment, I would estimate that the time it takes us to find and resolve issues has been cut by 70%."
>
> – Victor Oduneye
> Global Network Services Lead for Bausch + Lomb

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.

Source: Victor Oduneye, Global Network Services Lead for Bausch + Lomb
(Security On Screen article by The Security Industry Group found here.)

Published: November 30, 2022