

LiveAction

CASE STUDIES

Manufacturing



Introduction

These two case studies examine how various manufacturing organizations have leveraged Network Performance Monitoring (NPM) solutions to overcome multiple challenges. We delve into specific use cases, highlighting how NPM has been deployed to enhance network visibility, optimize performance, and strengthen security protocols.

Enterprise Industrial Manufacturing Company Selects LiveAction for Improved QoS and Ease of Use

/ COMPANY PROFILE

Company Size:
Large Enterprise

Industry:
Industrial Manufacturing

This case study of a large enterprise industrial manufacturing company is based on a survey of LiveAction customers by TechValidate, a 3rd-party research service. The profiled company asked to have their name blinded to protect their confidentiality.

Enterprise Industrial Manufacturing Company Selects LiveAction for Improved QoS and Ease of Use



CHALLENGES

The industrial manufacturing company struggled with a lack of visibility in the following:

- Branch
- WAN

USE CASE

They found LiveAction to deliver value in the following areas:

- Searching, filtering, and granular analysis of network telemetry
- Faster troubleshooting and diagnosis of network events
- Single-click drill-down from flow visualization to packet analysis for detailed root-cause identification
- Flexible and granular Reports, and targeted predictive Alerting
- Unified and easy-to-use Global Dashboard

RESULTS

They achieved the following results with LiveAction:

- Faster problem diagnosis and root-cause analysis
- Improved operational efficiency which in turn supported business growth

They evaluated the following companies before ultimately choosing LiveAction:

/ Riverbed

“ LiveAction is simply easier to use.
It's a friendly platform.”

Bausch + Lomb Gain 20/20 Network Visibility With LiveAction

/ COMPANY PROFILE

Company Size:
Large Enterprise

Industry:
**Eye Health Product
Manufacturer**

This case study of Bausch + Lomb is based on a survey of LiveAction customers by TechValidate, a 3rd-party research service.



COLLECTING NETWORK DATA WHEREVER IT LIVES

Bausch + Lomb work with multiple service providers globally and utilizes 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 service 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."



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%.”

Conclusion

In an increasingly digital and competitive landscape, manufacturing companies cannot afford to overlook the importance of network performance. By prioritizing network performance and investing in advanced network visibility and troubleshooting tools, organizations can position themselves for long-term success. They can ensure that their network infrastructure is robust and resilient, can support current and future demands, and ultimately, enable efficient production, supply chain optimization, and innovation.