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Customer Success Story
Solution Offering: NetMRI On-Demand Assistance Service

Challenge:

The business issue for this large global company was to increase the automation they could obtain from NetMRI, however, they did not have the skills to create the required NetMRI system automation and scripts. The business benefits they were trying to gain were around customer reporting, complex change, and unique network status queries.

The company runs two major data centers and acts as a network service provider to the many other divisions of the company. They have over 40,000 devices around the world and must manage configurations to meet compliance to externally regulated rules as well as internal standards & security requirements. They are responsible for managing moves, adds, and changes daily. The network team is small, and the mandate was to establish a solution that would empower hundreds of users to make the network changes in a controlled environment.

The network team consists of network engineers that have limited knowledge and experience on scripting.

About Empowered

Empowered Networks optimizes core networking, security and compliance for many of the world's largest companies. Our dedicated team makes applications, networks and services more agile, more visible, and more dependable. For over 20 years, we've been driving positive business outcomes that translate directly to your bottom line.

Issues:

- With limited skills, each new script requirement would take days to weeks to create by internal staff.
- The eloquence of the automation is vital. If the script is not written correctly, it could sweep through the entire 40,000+ devices and reduce performance or cause network or NetMRI technical issues
- They needed to ensure there was no risk to the production network when executing a change.
- Stakeholder groups required changes and reporting within hours or days. Internal team resources alone could not meet this timeframe
- Being viewed as a success from a political perspective for future funding and allocation of resources was essential for the team

Solution:

The Solution was EmpoweredCare - NetMRI On-Demand Service. The company did not have a specific project or statement of work for this initiative. They needed access to skilled resources that had network expertise, NetMRI experience, and advanced scripting skills on an "as-required" basis.

Results:

The company was able to augment their team with specialized networking and scripting experts on an as-needed basis. They were pleased with the responsiveness, the accuracy of the deliverables, and the technical sophistication of the automations. They were able to achieve their objectives while minimizing risk, and the initiative was viewed as an internal success.