



www.empowerednetworks.com
info@empowerednetworks.com
+1.613.271.7970
+1.800.379.0633



Customer Success Story

Solution Offering: NetMRI Switch Port Management Optimizer

Challenge:

A large bank was struggling with a small team of engineers to execute switch port changes requested by field technicians which slowed down the process and resulted in multiple weeks of lead time required to execute basic changes.

The business issue was related to basic floor moves, switch port changes, as well as switch port additions taking too long to execute and impacted the business at an individual employee level which resulted in lower productivity.

The work process being concentrated with a few high priced specialized resources and having the available technology (NetMRI) not in the hands of the teams that required it for improved efficiency meant the overall cost to the business was higher than it should have been.

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.

Solution:

The solution for the bank was to implement Empowered's NetMRI Switch Port Management Optimizer which provided a simplified web application that abstracted the complexities of the technology (NetMRI) and allowed the application to be used by the appropriate teams (i.e. field technicians). This resulted in:

- improved response times for all change types,
- the higher paid engineers being able to focus on actual engineering requirements and,
- more autonomy for the field technicians to provide better service to the employees and business as required.

Results:

NetMRI Switch Port Management Optimizer:

- improved individual team member productivity,
- minimized risk through not exposing the full network,
- provided a 365-day audit log of all changes and approvals, and
- enabled delegation of switch port changes to the field technicians,
- removed engineering bottlenecks,
- reduced human errors, rework and delays.

The bank uses the NetMRI Switch Port Management Optimizer to execute daily switch port changes via over 130 field technicians thus offloading key engineering resources. Moving the workload to the appropriate resources resulted in reduced cycle time from weeks to hours.