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Customer Success Story

Large Americas-based food products company

Company Profile:

This food products company sells many common household brands and reports annual net sales of over US \$10 billion. They operate thousands of facilities of varying sizes throughout the US, including processing and distribution sites and back offices.

Challenge:

This is a company that has grown through acquisition of existing businesses. Bringing the network landscape together under a single team has been challenging. The company foremost required the capability to get a thorough and in-depth inventory of equipment deployed. Additionally, many of their devices are deployed in industrial environments, for example on the shop floor of industrial bakeries where there is significant flour dust. As a result, the customer had a large number of devices in a failing state with power supplies or fans that were packed full of flour. The customer did not have visibility into these problems and thus was unable to proactively repair problems.

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:

Empowered identified that we could provide a much more comprehensive and complete view of the devices that make up the network. We helped the customer find dozens of devices they previously did not know about. Additionally, NetMRI's Network Analysis features provided proactive visibility into hardware failures, allowing the customer's networking team to repair points of failure before they caused bakery downtime.

Benefits:

Because NetMRI had already collected a complete inventory of the entire network, the team was able to identify equipment in the network that was not under support contracts, and to also identify items in their support contracts that were no longer in service, reducing support overhead by 15% and improving coverage for devices.

Having a comprehensive and complete baseline inventory, the team is now looking at NetMRI's automation capabilities to improve the effectiveness of their team members and completing build-out tasks more quickly in response to the company's expansion plans.