

Case Study:

Enabling Comprehensive Network Monitoring for Multi-Site Environments

Challenges:

Astaris, a Managed Service Provider (MSP) managing networks across more than 100 customer sites, faced multiple operational and technical challenges:

- **Limited Monitoring Tools:** Astaris lacked a robust and centralized platform to effectively monitor their diverse customer networks. Their existing tools provided fragmented insights, making it difficult to maintain consistent oversight across all locations.
- **Insufficient Reporting Capabilities:** The MSP's reporting solutions offered minimal actionable insights and lacked the ability to provide historical performance trends. This left them unable to identify long-term network health and performance issues.
- **Missed Issues:** Hidden Wi-Fi problems and real-time performance alerts often went undetected, which jeopardized SLA adherence and led to poor service delivery.
- **Inefficient Troubleshooting:** The current manual analysis approach required extensive effort, delaying issue resolution and impacting overall operational efficiency.

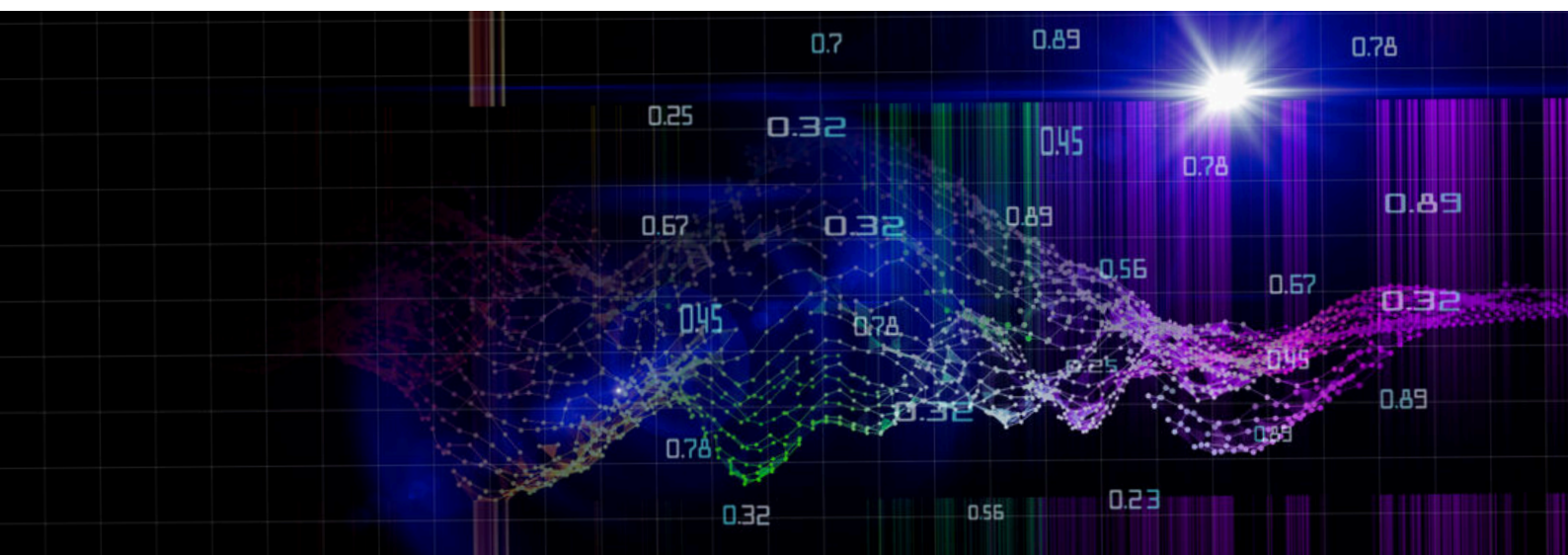
Astaris needed a comprehensive monitoring solution that could quickly diagnose and resolve network problems, while also providing actionable insights to improve network performance and service delivery.

NetOp's Solution

To address these critical issues, Astaris partnered with NetOp to implement an AI-powered network monitoring platform across its customer sites. The solution aimed at providing comprehensive visibility, proactive issue resolution, and actionable insights.

Key Actions Implemented:

- **Comprehensive Reporting:** NetOp delivered detailed reports that provided critical network insights and long-term performance trends. Unlike native Meraki tools, NetOp's reporting offered deeper visibility, helping Astaris to better understand network health and performance over time.
- **AI-Driven Analysis:** The platform used machine learning to automatically detect anomalies across wireless LAN, SD-WAN, and VPN environments. Real-time alerts and retrospective analysis allowed Astaris to quickly address both immediate issues and long-term vulnerabilities.
- **Wi-Fi Diagnostics:** NetOp's Wi-Fi diagnostic tools uncovered hidden Wi-Fi issues, which existing tools were unable to detect. The platform provided real-time alerts on performance, ensuring proactive management and SLA compliance.
- **SLA-Driven Insights:** NetOp offered data-driven insights related to user connections and SLA performance, enabling Astaris to proactively address issues before they impacted service delivery. This SLA-focused approach allowed them to enhance service quality and provide detailed, actionable reporting to customers.



With NetOp, Astaris experienced measurable improvements across their network monitoring and service delivery:

- **Proactive Issue Resolution:** By identifying and addressing hidden network problems early, Astaris reduced downtime and prevented critical failures.
- **Improved SLA Adherence:** Enhanced visibility into performance trends and user connections helped Astaris ensure consistent SLA compliance and deliver reliable network performance.
- **Increased Business Value:** By integrating NetOp into its service offerings, Astaris was able to create additional revenue streams through monitoring solution sales and enhanced internal service reports.
- **Customer Satisfaction:** Proactive support and improved network performance boosted customer trust and satisfaction, ensuring long-term loyalty from clients.

Value

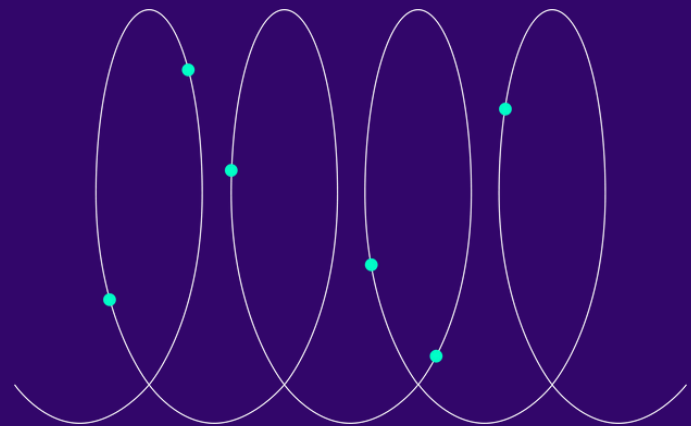
NetOp's solution brought significant value to Astaris, enabling the MSP to improve network monitoring, enhance service quality, and optimize operational efficiency:

- **Enhanced Visibility:** Real-time alerts and trending data empowered Astaris to monitor networks with unparalleled accuracy and efficiency across multiple sites.
- **Improved Service Quality:** The detailed reporting tools and actionable SLA insights enabled Astaris to deliver higher-quality service by addressing issues proactively and providing transparent reporting to customers.
- **Operational Efficiency:** By automating network diagnostics and focusing on readable, actionable data, NetOp streamlined troubleshooting, reduced resolution times, and enhanced operational response rates.
- **Scalable Business Model:** Astaris integrated NetOp into its service offerings, using the platform both as a network monitoring solution and a value-add for its customers. This allowed Astaris to:
 - Offer proactive support by identifying and resolving network issues before they escalated.
 - Generate additional revenue streams by selling NetOp as a monitoring solution to customers and leveraging the reporting capabilities for internal service optimization.

Conclusion:

Astaris's partnership with NetOp provided the MSP with a single, comprehensive network monitoring solution that addressed multiple site challenges. By leveraging AI-driven analytics, Wi-Fi diagnostics, and comprehensive reporting, Astaris improved visibility, proactive issue resolution, and operational efficiency. The solution not only enhanced service quality but also opened up new revenue streams, solidifying Astaris's position as a trusted MSP in multi-site network environments.

Why NetOp?



NetOp's AI-driven platform is purpose-built for MSPs managing complex, multi-site networks. The solution automates analysis and provides actionable intelligence, enabling MSPs like Astaris to focus on delivering exceptional service rather than manually sifting through raw data. NetOp makes network operations more accessible, scalable, and effective, helping MSPs save time, improve service quality, and unlock new business opportunities.