

Case Study:

Scaling Smarter: How EC Leverages AI-Driven, Cloud-Managed Networking to Power Commercial Real Estate

Intro:

EC is a US-based network service provider specializing in managed high-speed internet for commercial real estate and multifamily properties. Serving thousands of residential and commercial customers nationwide, EC delivers best-in-class internet and wireless solutions. Their deployments rely on major network vendors like Cisco and Meraki, using routers, switches, and access points.

Challenges:

As a growth company, EC needed to be highly efficient and provide a better service than others in order to compete.

EC looked for a technology that could differentiate themselves, help provide better visibility of network related information to their customers and their team with orchestration automation and ultimately allow them to scale without having to add headcount.

In doing so, EC focused their search on a proactive solution that would allow them to receive early warnings on any potential issue, as well as the ability to automate a number of network locations set up.

“It’s important for us to be able to see network issues and trends, before there is an outage or before there’s a customer calling in and complaining” says Taylor Jones, CTO of EC. “We felt we really needed a system that can let us know, and advise us of issues happening before our customers do”

NetOp's Solution

EC recognized the limitations of traditional reactive monitoring and sought a smarter solution. NetOp's AI-powered SaaS platform offered proactive network management, automating and optimizing operations for multi-site organizations and MSPs.

By adopting NetOp, EC expanded its capabilities without increasing headcount. They valued NetOp's autonomous network management, leveraging machine learning to predict and resolve issues with minimal human intervention.

"Being able to stay aware and solve problems for our customers, even before they know about them, is ultimately what we want to do," said Jones. "NetOp allows us to deliver best-in-class services."

Additionally, EC benefited from NetOp's intent-based automation, streamlining network configuration across multiple locations. Instead of manually managing individual customer environments, they could apply templates across multiple networks with just a few clicks.

NetOp's holistic network topology view was another game-changer, enabling EC to quickly isolate issues without jumping between fragmented dashboards.

Conclusion:

After adopting NetOp along with its cloud-managed devices EC has the winning offering with the ease of deployment of cloud-managed devices and the overarching operational intelligence. EC can use these to maximize their resources for growth and best utilization of their time and potential, without having to bring on more staff that are used to monitor devices.

