

Case Study:

Renowned Manufacturer Maximizes Network Efficiency with NetOp and Meraki

Intro:

A diversified manufacturer with a global footprint and a workforce of hundreds of employees across multiple locations specializing in precision machining and tooling through innovative manufacturing processes

Challenges:

Despite routine network assessments indicating overall health, the company faced recurring complaints from specific users experiencing network degradation when using high-bandwidth applications.

“A number of users kept asking, ‘Why is my Microsoft Teams video meeting running so slow?’” said the company’s Infrastructure Manager. “This was a common trouble ticket, but particularly challenging because the issue was inconsistent—some users were affected while others had no problems, even at the same time.”

The company relied on a well-known network monitoring solution to diagnose such issues, but the root cause of this particular problem remained elusive. This prompted them to seek an AI-driven approach for deeper network visibility and more precise troubleshooting.

Network issues are often multifaceted, with IT teams initially suspecting user environments and access points. However, other potential culprits included application performance issues, ISP-related problems, or network device failures, such as switch or router errors.

“Finding the root cause felt like searching for a needle in a haystack,” the Infrastructure Manager admitted.

NetOp's Solution

The company relies on Meraki access points, known for their reliability and robust performance. However, as the network expanded to include both legacy and cloud-managed devices from multiple vendors, end-to-end troubleshooting became increasingly complex. While Meraki's cloud management provided valuable benefits, the company needed a more comprehensive solution to diagnose network-wide issues efficiently.

Deploying NetOp's AI-powered network monitoring and management solution proved to be a game-changer. By integrating seamlessly with Meraki, NetOp provided a complete, end-to-end view of the network, enabling precise root cause analysis.

With NetOp's advanced monitoring, the company quickly identified that a legacy device was experiencing an unusually high number of errors, with the root cause stemming from physical-layer issues. Additionally, NetOp's historical logging and ML-based comparison features helped predict potential future failures by analyzing network behavior patterns.

The synergy between Meraki and NetOp became evident as NetOp's AI-driven monitoring extended visibility beyond Meraki devices, covering the entire network infrastructure. This proactive approach ensured IT teams could detect and address issues affecting legacy equipment—often before users even reported problems.

“We are very pleased with our Meraki access points and the Meraki Dashboard,” said the Infrastructure Manager. “However, for a holistic network view and automated root cause analysis, NetOp provides powerful insights beyond what the Meraki Dashboard and other tools offer.”

Value

NetOp's AI-driven monitoring solution provided the company with:

- **End-to-end network visibility:** A unified view across both Meraki and legacy infrastructure, ensuring no blind spots.
- **Automated root cause analysis:** Quickly identifying issues at multiple network layers, from physical hardware failures to service-layer anomalies.
- **Proactive issue detection:** Historical logging and ML-powered baselines allowed IT teams to anticipate and prevent potential disruptions.
- **Improved IT efficiency:** Reducing troubleshooting time and minimizing user-reported issues by delivering critical insights in real-time.
- **Optimized network performance:** Ensuring consistent, high-quality connectivity across all devices and applications.

By leveraging NetOp alongside Meraki, the company gained a powerful, AI-driven network management strategy that enhanced reliability, efficiency, and overall network health.

Conclusion:

By harnessing the strengths of Meraki access points and Meraki Dashboard and augmenting them with NetOp's AI-driven network monitoring and management solution, the company achieved a greatly improved level of insights into network anomalies, faster problem resolution and overall improved user experience ratings.

The successful resolution of their network challenges showcased the power of combining vendor-provided network management tools with NetOp's AI-powered solution to deliver a holistic network management platform. NetOp's ability to unveil the root cause of issues that surpassed the capabilities of other tools highlighted the importance of using a comprehensive solution for network management. The company continues to maintain a competitive edge and enhance their team's productivity with the powerful combination of Meraki and NetOp.

