

Transforming Imperial Auto's Network Management

LinkEye for Enhanced Visibility, Proactive Issue Resolution, and Streamlined Vendor Management for Seamless Network Operations..

OVERVIEW

India's leading assembler and manufacturer of fluid transmission solutions, Imperial Auto, offer services across diverse sectors in several regions. Their multi-site network operations over Internet Leases Lined and Broadband Lines terminating on a Fortinet firewall required constant management and maintenance. LinkEye's implementation of the WAN module played a significant role in monitoring the internet fabric by providing comprehensive visibility and proactive management of all networks, across all sites.

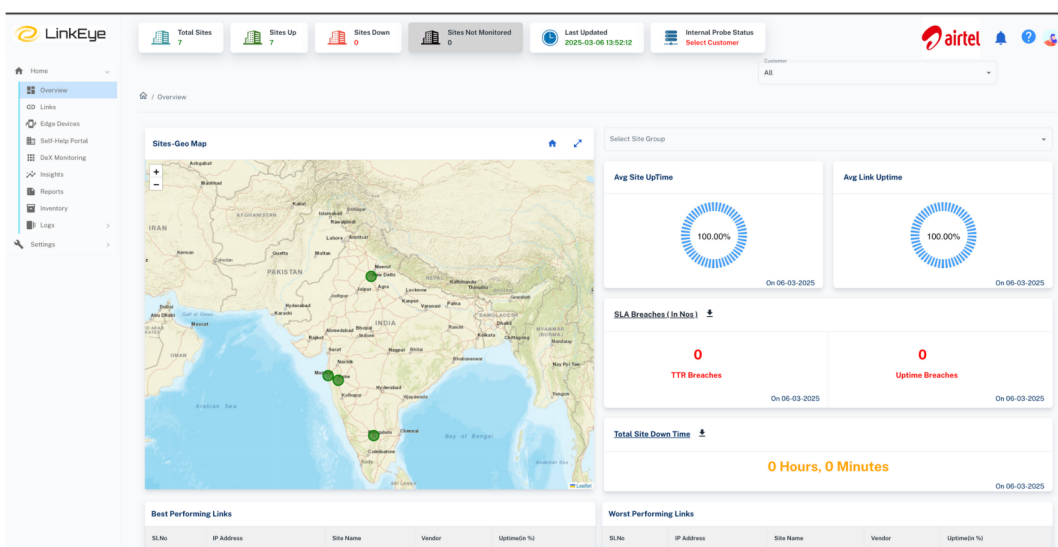
KEY BENEFITS

- **Comprehensive WAN Observability:** LinkEye offers a holistic view of WAN link health, encompassing underlays, overlays, and all relevant WAN data within a single console.
- **SLA Monitoring and Tracking:** LinkEye enables businesses to monitor and enforce service level agreements (SLAs) with their internet service providers (ISPs).
- **Key Monitoring Metrics:** LinkEye monitors critical network metrics, including latency, packet loss, utilization, and uptime.

CHALLENGES & SOLUTIONS

1. Geographically dispersed sales centers lacked a consolidated view, hindering efficient network management.

Unified Network Visibility with Centralized Dashboard

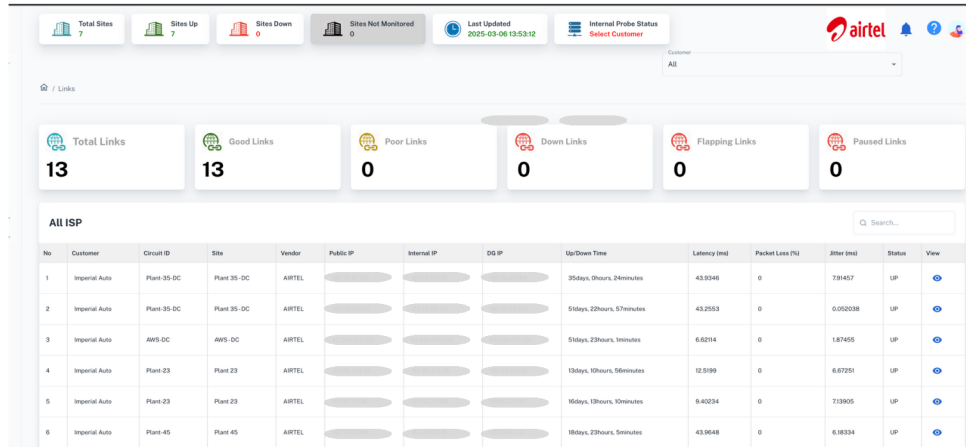


LinkEye's centralized dashboard provides a single-pane-of-glass view, enabling comprehensive monitoring of all sales center networks. This eliminates the need for fragmented monitoring and results in:

- *Resource Optimization*
- *Streamlined Operations*
- *Proactive Performance Management*

2. Managing multiple service providers including Airtel, through separate portals led to operational complexity. Relying on OEM configuration tools such as FortiManager for real-time monitoring.

Streamlined Vendor Customer Management Through Portal Consolidation

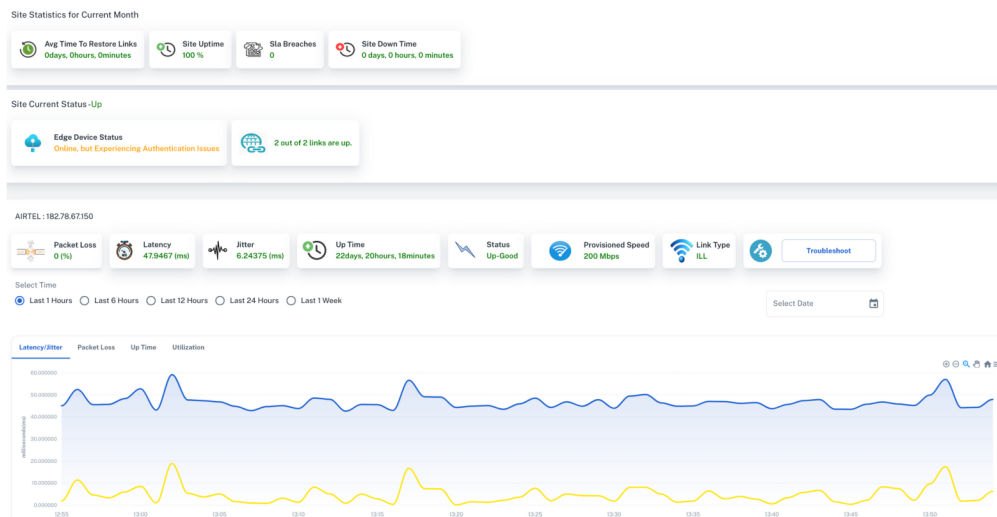


LinkEye consolidates vendor management by onboarding all service providers into a single platform which eliminates the need for multiple portals and centralizes real-time monitoring. The benefits include:

- *Simplified vendor management*
- *Reduced administrative overhead*
- *Accurate performance insights*
- *Transitioning from tools that lacked monitoring capabilities*

#3. Lack of real-time visibility into WAN link performance.

Real-Time Network Performance Insights via Self-Help Portal



LinkEye's self-help portal, integrated with the WAN module provides instant and real-time insights into the performance of all network links ensuring:

- *Proactive Issue detection*
- *Rapid troubleshooting*
- *Improved performance optimization*

#4. Difficulty in isolating network issues between the customer's infrastructure and the ISP's network, led to excessive and unwarranted service ticket creation.

Automated Troubleshooting and Reduced Service Ticket Volume

Co-Pilot insights ×

- ✓ Provider Equipment(PE) is reachable.
- ✓ Site is UP.
- ✓ Customer Equipment(CE) is reachable.
- ✓ Customer Equipment(CE) authentication was successful.
- ✓ WAN interface is UP on Customer Equipment(CE).
- ✓ WAN IP(CE-IP) is functional on Customer Equipment (CE) [Packet Loss: Latency:].
- ! Internet is not reachable from Customer Equipment(CE).
- ✗ Provider Equipment(PE) is not reachable from Customer Equipment (CE) [Packet Loss: 100 Latency: 0].

The Provider Equipment (PE) is not reachable. Please contact the site manager to check for physical connectivity issues, firewall configuration issues or restrictions, and IP conflicts. If none of these are the cause, please contact the service provider.

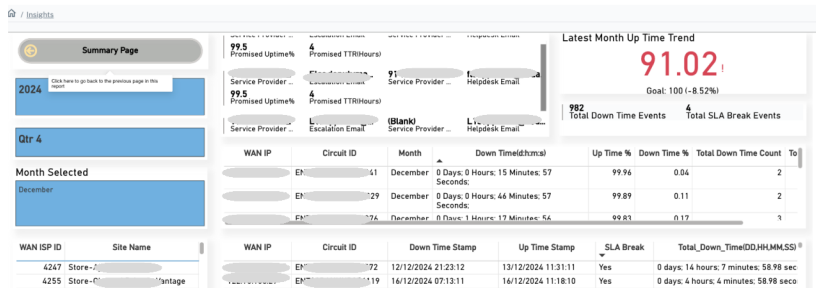
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LinkEye uses a combination of cloud and on-premises probes and AI-powered troubleshooting to automatically detect and isolate network problems which helps determine whether the issue lies within the network or with the ISP.

- *Reduced mean time to resolution*
- *Minimized downtime*
- *Reduction in unnecessary support engagements*

#5. Discrepancies between reported vendor performance and actual user experience, leading to trust issues.

Transparent Vendor Performance Validation and Enhanced Trust



LinkEye provides accurate and transparent visibility into vendor performance, aligning it with user experience data. This ensures that vendor performance is objectively measured and validated.

- *Increased trust in Service Providers*
- *Improved accountability*
- *Data-driven vendor performance management*
- *SLA adherence and optimal user experience*

LinkEye is a leading provider of advanced network monitoring and management solutions, specializing in delivering comprehensive visibility and proactive control over complex network infrastructures.

