

Quick Commerce Case Study

LinkEye for reducing MTTR and improving Operational efficiency of Network in Q-Commerce Industry

OVERVIEW

Speed is a promise in Quick Commerce. For a fast-growing player scaling from 50 to 200+ dark stores across metros and Tier 1 cities, fragile network visibility became a critical bottleneck. Each store processes hundreds of hourly orders, making Wi-Fi uptime and app stability essential.

However, reactive troubleshooting, unclear ISP issues, and no centralized oversight led to fulfillment delays, operational burnout, and escalating IT tickets—all with no onsite IT staff.

CHALLENGES

- **Zero Downtime Mandate:** Even 5 minutes of disruption risked 50+ failed orders.
- **No Central Visibility:** Multi-vendor SD-WAN, Wi-Fi, and ISP stack lacked unified monitoring.
- **Remote Troubleshooting Gaps:** HQ teams struggled to diagnose issues without onsite engineers.
- **IT Escalation Overload:** Store managers often escalated minor issues due to lack of clarity.

SOLUTIONS

LinkEye was deployed across 200+ dark stores to deliver end-to-end network intelligence and proactive management:

- **Real-Time Network Monitoring:** 24x7 WAN and Wi-Fi visibility across stores via distributed probes and SD-WAN integration.
- **Application Layer Health Checks:** Continuous checks on business-critical apps like inventory systems and POS tools.
- **Geo-tagged Alerts:** Instant notifications on downtime, latency spikes, and ISP-based failures, reducing dependence on local ops escalations.
- **Centralized Control Panel:** A unified dashboard to monitor all stores, live, from the NOC or regional hubs.
- **Self-Service Portal:** Enable local teams to view relevant insights without compromising security.



24*7
Monitoring



Real-time
Visibility



Application
Layer Diagnosis



Geo-Tagged
Alerts

Customer Success Metrics

Network-related incidents are now resolved in under 30 minutes, down from 2+ hours. Insights from real-time logs now feed into city-expansion plans and vendor negotiations.

>99%

Network Uptime



80%

MTTR Reduction



200+

Engineer Hours
Saved Per Month



"Before LinkEye, store-level network issues often flew under the radar. Now we know the moment something's off, before customers feel it."

— VP Ops, Quick Commerce Brand

"This isn't just visibility, it's operational leverage. We don't wait for issues to escalate. We know what's happening, where, and why."

— Head of Infra, Quick Commerce Brand

LinkEye, a Silicon Valley startup, builds Co-Pilots for Enterprise IT teams by automating routine network operation tasks that provide proactive insights, enabling teams to shift their focus to strategic business initiatives.