

LinkEye for optimising retail store network reliability and improving operations.

LinkEye provides innovative solutions for optimizing retail network performance and minimizing disruptions. The cutting-edge monitoring tools tailored for retail environments, improve store operations, enhance customer satisfaction by providing key insights into ISP performance.

Customer Success Metrics



88%
Reduction in ISP
Vendor Downtime



94%
Increase in Store
Application Uptime

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CHALLENGES & SOLUTIONS

Fault Line Remediation: Hidden network issues, masked by SD-WAN, lead to store outages and impacts business.



First Level
Troubleshooting

- **Proactive Fault Management:** LinkEye's first-level troubleshooting (FLT) and corrective action suggestions minimize manual intervention.
- **RCA and Automated Case Management:** Root cause analysis (RCA) and automated case creation with service providers done on behalf of the team accelerate resolution times.
- **Enhanced NOC Efficiency:** 24/7 intelligent monitoring frees up NOC teams for strategic tasks.

Application Outage Detection: SaaS application outages during peak hours severely impact operations, customer experience, and revenue.



Digital Experience
Agent

- **Digital Experience Agent:** LinkEye DEX provides continuous, automated monitoring of critical business applications across all retail locations, eliminating manual checks.
- **Proactive Performance Management:** Real-time data enables proactive identification and resolution of application performance issues, minimizing service disruptions.
- **Enhanced Customer Experience:** Consistent Application availability and performance leads to a seamless and positive customer experience.

ISP Performance Monitoring: Limited visibility into ISP performance hinders proactive issue resolution and accurate assessment.



Unique SLA
monitoring

- **Granular ISP Performance Monitoring:** LinkEye provides detailed performance monitoring of each individual internet link.
- **SLA Performance Measurement:** LinkEye automatically compares observed performance against ISP SLAs (uptime and TTR).
- **Vendor Performance Reporting:** Clear reporting highlights whether each vendor is meeting its service level commitments.

LinkEye, a Silicon Valley startup, builds Co-Pilots for managing IT operations for retail businesses by automating routine network operation tasks that improve network reliability, optimize store operations, and enhance customer experience.