

# Verizon User Case Study

## The Customer

One of the world's largest broadband and telecommunications companies relies on Statseeker to monitor the enterprise network of a national department store retailer.

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“Statseeker offers a robust alternative to other more mass market solutions... it is lightning fast, scales exceptionally well and the history is never flattened... no matter how far back we go.”

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## About

This leading communications technology company operates America's largest 4G wireless networks - they are problem solvers, engineers and innovators.

They engineer powerful technology from 4G wireless to FiOS Internet, video to telematics, cloud, security and more, and they offer technology products and solutions that transform the way their customers connect, collaborate and innovate.

Their customers include Government, medium and enterprise businesses, each requiring support to deliver a better customer experience through superior technology solutions.

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“Having Statseeker in our suite of network monitoring tools means we can give on the spot answers to network problems and **see at a glance how our customer's network is performing and where the issues are.**”

## The Challenge

We required a superior network monitoring solution for our client - a leading Fortune 100 Department Store Retailer with over 1,000 locations and 200,000 interfaces across the USA.

Our client's challenges included:

- Monitoring of fixed and mobile devices used in stock control and customer interface
- Identification of network issues to speed transactions at point of sale (POS)
- Minimizing network disruption to improve customer experience at POS
- Maximizing the security of customer data and retail transactions
- Improving the uptime of technology to optimize staff efficiency and customer experience

“Statseeker was put into our client solution to **minimize the risk of network disruption to the customer experience in a retail environment.**”

## Results

- ✓ Statseeker is lightning fast so we can give answers to network users immediately
- ✓ Statseeker scales very well - easily monitoring 200,000 interfaces at 1,000 locations
- ✓ Historical data is never rolled up, allowing for accurate long term reporting - accessed for any part of the network within seconds
- ✓ Statseeker's real-time reporting is updated every 60 seconds, identifying network trouble spots

“The **device inventory reporting is excellent with Statseeker** continually relearning the network, so we can see all IOS versions, all device types and all updates... **up to date, every day.**”