

CASE STUDY

Access Networks

Enhancing Business Models and Client Response Times

The Domotz solution provided the company the ability to offer rapid, real-time responses to network issues, streamlining the installation process and enhancing end-user experience.



ACCESS NETWORKS

Learn how Access Networks, a manufacturer and service provider, has improved their business model while also improving response time to their clients.

In this case study, we will look at how Access Networks has built a business around the design, creation and deployment of enterprise-grade networks for Integrators to sell reliable and robust networks for their clients. To develop their business model, Access Networks can also proactively service these networks, to ensure that the network is up and running smoothly.

“By leveraging Domotz as a back-end support tool, they have created frontend value for the integrator, and they are able to scale beyond what they could before.”

About the client



Access Networks stands out as a top provider of high-quality, easy-to-install networking solutions tailored for smart homes. Their specialty is crafting unique setups specifically for professional integrators, using the best parts from well-known networking and IT brands.

Their story began in 2003, when Hagar Feiner founded the company in Los Angeles, and by 2010.

Today, Access Networks is owned by Snap One and is recognized as a leading force in delivering specialized enterprise-grade network solutions for both homes and businesses.

The Challenge

The challenge was clear: while Access Networks excelled in providing top-tier enterprise-grade networks, not all their clients were equipped with the necessary expertise or resources to manage these complex systems.

The need for robustness was evident, but the capability to maintain and manage such networks was not universally available among their client base.

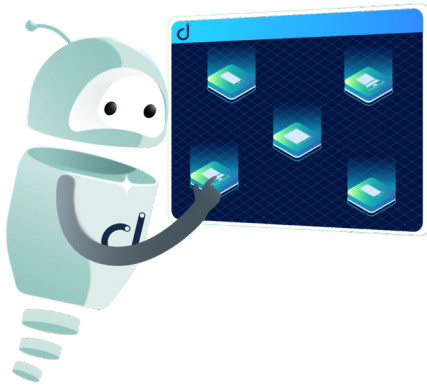


The Solution



In response to this challenge, Access Networks expands its design services to include managed services, leveraging the Domotz platform to enhance its value proposition.

This expansion allows the company to offer not only quality and reliability but also efficient installations and rapid response times through their Live Monitoring service.



Implementation

Access Networks takes the following steps:

- 1. Install the Domotz agent:** The company starts by provisioning a Domotz agent into each custom Core network they have designed and preconfigured in their lab before the system is ever deployed. This setup allows for plug-and-play functionality at the project site, complete with Live Monitoring.
- 2. Set up alerts:** The Domotz provisioning process also includes setting up alerts for all monitored network devices, such as switches, firewalls, and wireless access points. These alerts allow Access Networks to proactively monitor the health of the network.
- 3. Remote Changes:** Changes and modifications are needed, especially with respect to wireless networking. For example, SSID modifications, password updates, or neighboring networks encroaching on channels ultimately increasing noise within the environment.

Results

The adoption of Domotz has significantly improved Access Networks' ability to offer rapid, real-time responses to network issues, streamlining the installation process and enhancing end-user experience.

By leveraging Domotz's Access Networks improves the following:

Fast and easy solution: Easy to set up and use plug-and-play solution.

Real-time insights: As a benefit of setting alerts during the provisioning stage, Access Networks is able to determine when the system is getting installed and troubleshoot any problems or make any necessary changes in real time. Again, this type of real-time, rapid response helps their clients get jobs done quicker, which makes for a great end-user experience and allows the Integrator to be more efficient and move on to the next item at hand with peace of mind.

Rapid remote updates: Employees can make necessary adjustments remotely and ensure that network infrastructure devices are up to date, minimizing the need for physical interventions and allowing Integrators to focus on new business opportunities.

Optimize Efficiency: Thanks to the Domotz public APIs, Access Networks is able to write scripts that will validate their client's systems are up to date. This helps ensure security and proper functionality.



Highlights of the Case Study

All-in-all, Access Networks is able to improve the integrator's overall offering to their clients via Domotz.

By leveraging Domotz as a back-end support tool, they have created front-end value for the integrator, and they are able to scale beyond what they could before.

Take a look at Access Networks case study as an example of how they give a boost to the efficiency of their business by leveraging Domotz as a tool to improve the value offered to their clients.