

# CASE STUDY

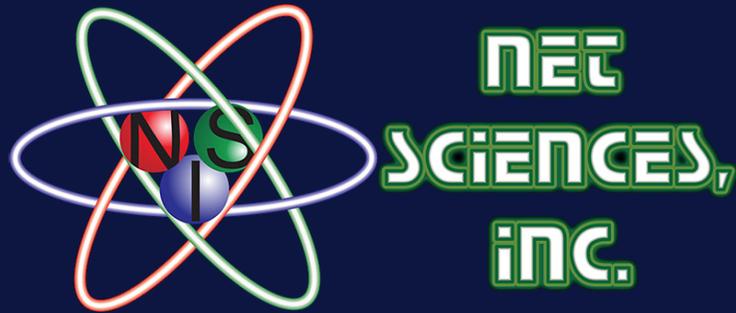
Net Sciences

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## **Optimizing Network Performance: How to Master Network Challenges with Domotz**

Enhancing network reliability and efficiency: How Net Sciences leveraged Domotz to overcome complex challenges and transform their service delivery





Net Sciences, Inc. (NSI) an IT service provider that manages complex and challenging networks, leveraged Domotz to tackle significant challenges in one of their most dynamic environments.

This site sees frequent device and personnel changes and has been experiencing intermittent slowdowns and VoIP disruptions. Their cable plant had long been suspect, but NSI needed to prove that.

Domotz provided the necessary insights to transform their qualitative suspicion about their issues into measurable metrics, compelling the necessary actions to resolve these issues.



## About the client

Net Sciences is a network service provider known for managing clients as diverse as two-user home businesses and enterprise-grade Hyper-V cluster-based environments. NSI provides end-to-end network support, from firewalls to endpoints.

Based in New Mexico, their focus is on providing and maintaining high-performance networks for nearly 30 years. This makes them unusually reliant upon cutting-edge tools that can provide real-time alerting, insights, and deep analysis.

## The Challenge

The primary challenge Net Sciences faced was an unreliable network marked by intermittent slowdowns and VoIP issues. These problems were exacerbated by a poorly executed, 20-year-old cable plant that led to recurring disruptions and inefficiencies.

A solution that could diagnose and remedy these issues was critical for ensuring continuous network availability and performance.

They had two main goals:

- Identifying and quantifying the nature of the ongoing performance issues.
- Justifying the need for the client to invest seriously in their infrastructure.

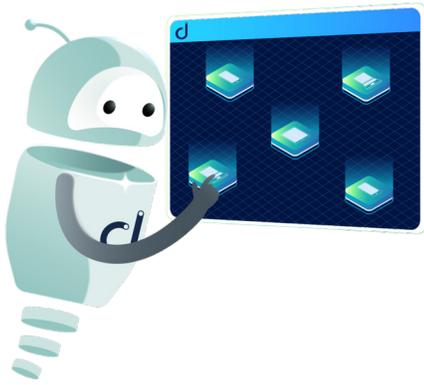
To achieve this, they required tools that offered actionable data, enabling them to analyze, communicate, and effectively persuade stakeholders. What's more, they needed to be able to verify their hunch with quantifiable data.



## The Solution

Domotz emerged as the solution of choice for its comprehensive monitoring and management capabilities. Our software provided detailed insights into device and network metrics, which were previously cumbersome to access.

Domotz enabled easy navigation of the network topology, real-time tracking of devices, and collection of essential diagnostics and performance stats, all through an intuitive user interface and useful reporting for the end client.



## Implementation

Net Sciences takes the following steps:

1. They dedicated a highly skilled technician to lead the Domotz implementation.
  2. He utilized Domotz's full suite of tools, including the following:
    - Sites Explorer for monitoring site status & device health.
    - Devices List Presentation for a comprehensive overview of active devices and devices that are no longer on the network.
  3. Set up personalized alerts to be informed of any potential issues. This holistic approach allowed for a rapid and thorough examination and resolution of the network issues.
- Network Topology for a visual representation of network layout.
  - Network Performance for detailed performance statistics, including internal network performance and circuit speed testing.

## Results

The introduction of Domotz brought about significant improvements:

**Real-time insights:** Identification and resolution of the root cause behind VoIP reboots and packet drops.

**Enhanced Network Stability:** Reduction in network slowdowns through targeted troubleshooting and improved cabling.

**Optimize Efficiency:** Streamlined network management processes and greater insights into their network. Reduced the troubleshooting time and maintenance.

**Informed Decision-Making:** Enabled data-driven discussions about network health and necessary upgrades with stakeholders.



## Highlights of the Case Study

This case study highlights the effectiveness of Domotz in transforming the way Net Sciences managed a troubled network.

Through the adept use of Domotz, the team moved from diagnosing symptoms to addressing root causes, notably outdated cabling, thus setting a new standard in network management.

The ability to leverage detailed, actionable data to solve problems and "sell" the fix was a game changer, demonstrating Domotz's role as an indispensable tool in the service provider's arsenal.