Domotz Case Study

Access Networks: A better way to manage your business

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domotz

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

Expanding key value...

While Access Networks designs and builds out enterprise-grade networks, they recognized that not all of their clients were networking experts. Their clients want the robustness but didn't necessarily have the resources or bandwidth to manage these types of networks. By expanding their design services into the managed services space, Access Networks has been able to take their key value proposition around quality and reliability and extend this to efficient installs and rapid response. Their Live Monitoring service uses the Domotz platform and hardware, affectionately named Helix as represented by the Access Network's Logo.

"Core" to the business...

Domotz's service provides Access Networks with key features that enables more efficient installations and rapid response to trouble shooting problems on the network. Access Networks 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. The system is completely readied for plug and play at the project site, including Live Monitoring. With well documented and custom instructions, any technician is able to install all components of the network easily and efficiently.

Provisioning for speed...

As part of the Domotz provisioning process, they set-up alerts on all the network devices that will be monitored, such as switches, firewalls, and wireless access points. These alerts allow Access Networks to proactively monitor the health of the network. As a benefit to setting these alerts up

during the provisioning stage, Access Networks is able to determine when the system is getting installed and trouble shoot 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.

Ready for change...

Inevitably, environments change, and modifications are needed, especially with respect to wireless networking. Examples of this include SSID modifications, password updates, or neighboring networks encroaching on channels ultimately increasing noise within the environment. Access Networks, by leveraging the Domotz secure remote connectivity service, is able to log into the requested system and make the appropriate changes. There's absolutely no need for scheduling of appointments or rolling of trucks. The changes are made swiftly and easily.

Taking full advantage...

Access Networks takes advantage of another key feature of Domotz, which has to do with the public APIs made available through the Domotz service. It's important for network infrastructure devices to be kept up-to-date with respect to firmware. Through 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. By use of these APIs and scripting, Access Networks is able to minimize the integrator's engineering and support efforts, enabling them to focus on new business.

Leading by example...

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. IT Managed Service Providers should look at Access Networks as an example of how they can improve the efficiency of their business by leveraging Domotz as a tool to improve the value offered toward their clients.