

EMA CASE STUDY



Dedicated support
engineers accelerated
time to value

Robust automated
discovery closed
visibility gaps

Enhanced dashboards,
reports, and alert
management optimized
operations

Sealed Air Transforms Network Operations with Entuity

Executive Summary

Sealed Air, a global manufacturer of packaging materials, recently streamlined IT operations by adopting a solution from Entuity Software™, a network observability provider from Park Place Technologies. With Entuity, the IT organization is monitoring network devices in 250 corporate sites across the world.

The Mission: Reduce Administrative Overhead, Expand and Improve Observability

Sealed Air replaced a legacy network monitoring tool with Entuity after the IT organization's legacy tool became too difficult to maintain. Software updates for the tool were too complex, and the IT organization was dissatisfied with the guidance it received from the vendor's customer support organization.

Sealed Air also had expanding monitoring requirements that the legacy tool could not fulfill. For instance, it needed hypervisor-level monitoring, stronger cloud and SaaS monitoring, certificate expiration monitoring, and interface-level monitoring of its software-defined WAN environment. Entuity was able to address all these requirements and more. "We needed a tool that aligned with our [technology] roadmap," said Bryon Buonomo, Sealed Air's director for global IT operations excellence. SaaS applications monitoring was a particular challenge that Entuity addressed.

Finally, the IT organization needed a tool that could enable proactive operations. The legacy tool "did what we needed it to do for a lot of up/down stuff, but proactive alerting and proactive anomaly detection weren't in the system," Buonomo said.



The Transition to Entuity

Dedicated Support

From the beginning of the engagement, the IT team noticed a difference as it transitioned from its legacy monitoring tool to Entuity.

From proof of concept to post-production, Entuity's customer support and sales engineering teams ensure Sealed Air's overall success with its new network observability solution.

"One of the main benefits is having a dedicated [Entuity] engineer to help with implementation, versus reading a book or reading community posts or blog posts," Buonomo said. "We actually have an engineer engaged with us directly from Entuity who's been helping us with our build out."

The IT team continues to have weekly calls and live chats with Entuity's engineers and support staff to ensure success.

Addressing Blind Spots

The power of Entuity's automated discovery features made a huge difference during the transition from the legacy tool.

"When we moved from [our legacy tool] to Entuity, I exported every device from an Excel file and imported hundreds of devices at a time [into Entuity]," said Frederic Barrier, IT application manager at Sealed Air.

After importing known devices from the legacy tools, Barrier configured Entuity's auto-discovery feature to discovery devices beyond its wireless controllers. This revealed an additional 1,200 devices across the company's 250 sites. Until Entuity discovered them, these devices were unmonitored. Entuity closed these critical blind spots.

Operational Improvements

More Valuable Dashboards and Reports

Entuity's highly customizable dashboards and reports make it easier for IT operations personnel to find actionable information quickly.

"It's easy to customize a dashboard to show exactly what we want to see," Barrier said. "I can also create reports that are regularly emailed to people who don't want to stare at dashboards all day. The systems guys told me, 'We want to see all our Linux machines and I'd like to check the CPU and memory from time to time.' So, it was easy to configure the dashboard for them and set up a report that is emailed to them every week."

With dashboard customization, IT operations personnel can create single-pane-of-glass views of critical information and alerts, Barrier said. "Through the tool, we can quickly say 'Okay, we have an issue here.' And then we can go right to the relevant equipment."



Improved Event Correlation and Ticket Management

Entuity's alert management and network mapping features allowed the IT organization to improve event correlation and ticket management.

The team configured Entuity so that alerts are rolled up into major incidents. For example, if a core switch crashes and brings down the rest of a site, Entuity can consolidate alarms from dependent devices into a single incident. Via tight integration with ServiceNow, Entuity then opens a single ticket. This allows support teams to respond more efficiently by tackling the root cause of the issue.

Global Performance Insights

Given the global nature of Sealed Air's network, Entuity's SurePath feature is especially useful. SurePath is an agent-based feature that uses traceroute to create TCP connections from the agent to any destination, providing insights into site-to-site performance.

"We are using [SurePath] to really understand our networks in terms of point-to-point connectivity," Barrier said. "We are also able to measure performance from anywhere. We are able to measure response time from North America, Europe, or Asia-Pacific. This feature is really useful for us, and that was not the case with the old tool."

Next Steps: Automation and Predictive Operations

During its weekly call with its dedicated Entuity engineer, Sealed Air's IT team learned about the solution's ability to take automated actions in response to events and alerts. "We are on our way to automating things like the restart of failed processes and cleaning up things like Linux temporary files to avoid crashes," Barrier said.

"Predictive action is something else I discuss during our weekly call," he said. "We would like to know when a system will crash due to disk space, for instance." By using historical data, reports, thresholds, and other information, the team expects to have predictive observability that can avoid events before they occur.

About EMA

Founded in 1996, Enterprise Management Associates (EMA) is a leading IT research and consulting firm dedicated to delivering actionable insights across the evolving technology landscape. Through independent research, market analysis, and vendor evaluations, we empower organizations to make well-informed technology decisions. Our team of analysts combines practical experience with a deep understanding of industry best practices and emerging vendor solutions to help clients achieve their strategic objectives. Learn more about EMA research, analysis, and consulting services at www.enterprisemanagement.com or follow EMA on [X](#) or [LinkedIn](#).

