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EMA CASE STUDY

ENTUITY SOFTWARE™

foundever®

Reduced administrative overhead with better customer service

Streamlined investigations of network problems

Improved security and compliance reporting

Global Customer Experience Company Gains Operational Efficiency and Improves Compliance Reporting with Entuity Software™

Executive Summary

Foundever, a global customer experience company with more than 120,000 employees, recently migrated from a legacy network monitoring tool to Entuity Software™, a network observability solution from Park Place Technologies. Entuity delivered better platform performance and superior customer support with no disruption to Foundever's network operations.

Network Operations Needed a New Solution

Foundever's IT organization decided to migrate away from its legacy network monitoring provider for a variety of reasons, according to network architect Joel Ludwig.

The legacy vendor's "customer support was very lacking," Ludwig said. "You would open a ticket, and they would send you a link to a URL that supposedly told you how to resolve the issue with their tool. Then they would close the ticket and ignore you. They wouldn't escalate a ticket. I would have to tell them that the link they sent didn't help. At one point, I wanted to move the tool from one physical server to another, and we asked them to send a technical resource to help us with that migration. They said they 'don't do that'."

The other major issue was with the platform performance of the tool. It had data retrieval issues, in which attempts to access historical data for report generation would cause frequent crashes, errors, and general unresponsiveness. This was especially a problem when multiple users logged onto the tool simultaneously, Ludwig said. At any given time, 20 to 60 members of Foundever's IT organization would be simultaneously logged into the tool. With that many people on the system at once, the tool would destabilize.

"The vendor told us it couldn't support that many users in the current system," Ludwig said. "If we wanted to do that, we would have to pay more money for more dashboard support. I felt we were already paying a lot of money."

This system performance issue was especially problematic because administrators tasked with generating security and compliance reports were unable to extract data. "They would just tell stakeholders that the data wasn't available. We couldn't get those reports," he added.

As a result, IT teams abandoned efforts to generate these critical reports with the legacy tool, which represented substantial risk.

A Powerful Network Observability Solution from Entuity

After evaluating several vendors and completing a proof of concept with Entuity, Foundever rolled Entuity's network observability solution into production in September 2024. Ludwig said Entuity met all his core requirements. First, it supports SNMP, NetFlow, NBAR, and other key network data collection requirements. Its dashboards could perform at optimal levels with dozens of simultaneous users logged into the system. Entuity also offered platform redundancy, with the redundant polling servers across hundreds of global sites that could all be managed from a single pane of glass.

Finally, Entuity's customer support was vastly superior to the legacy vendor. "Entuity is very responsive," Ludwig said. "I reach out to them, and they respond back immediately. If I want to get on the phone with them, they will set up a Teams call right away. We'll share screens and walk through what we're trying to get done. There is never an issue with getting someone on the phone to help me. They were with us every step of the way, making sure our licensing was good, our server distribution was good."

Entuity's data searchability has also been very helpful in transforming operations. First, regardless of how many personnel are using the system, the system performs optimally. This ensures that administrators can generate and deliver all required security and compliance reports to stakeholders. As a result, Entuity has reduced overall risk for the company.

Second, this data searchability has streamlined network management. "It's very quick to pull up data. We can see current operational data and you can go back in time and see what happened 30 minutes ago or days ago," Ludwig said. "I can see in the tool what alerts we have now and see if we had any similar issues five days ago at the same site. It's simple to do that. With our old tool, it would return application errors whenever I tried to pull up historical data."

Ludwig said his organization is very pleased with Entuity's overall solution for several key reasons:

- Global scalability
- Speed of setting up monitoring of networks and services
- Comprehensive monitoring of a wide arrange of devices
- Simplicity of dashboards
- Simplicity of making changes to alerting

Conclusion

With Entuity, Foundever has strengthened the performance of its network management toolset by adopting a stable and scalable platform that meets its requirements. It has streamlined monitoring while delivering improved flexibility in how new devices are added to the system and how monitoring parameters and alerts are adjusted. The company has enhanced its compliance reporting and enjoyed the benefits of superior customer support.

As Foundever continues to optimize its use of Entuity, the company is well-positioned to maintain robust management of its complex, worldwide network.

About EMA

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