Live/Action

Major Cruise Line Chooses LiveAction as Go-To Tool for Understanding Network Issues

CASE STUDY



Challenges

The business challenges that led the profiled company to evaluate and ultimately select LiveAction:

- \ End-to-end network and application performance visibility
- Detailed, root-cause analysis with drill-down from flow to packet analysis

Use Case

Top purchasing drivers:

Enhanced visibility

Results

Top benefits realized with LiveAction:

- \ Improved productivity
- Faster mean time to repair
- Increased network visibility for better decisions
- \ Ensured the network meets business objectives
- \ Improved performance reporting and analysis
- \ Saved 20 40% of their time with LiveAction solutions.
- Realized a return on investment in 7-12 months.

Organizational Profile

COMPANY SIZE

Global 500

INDUSTRY

Consumer Services

In a VSAT environment where bandwidth costs are extremely high, understanding what is utilizing it is extremely critical as we want to ensure optimal guest experience for those that purchase an internet plan at sea. The UI is easy to navigate around and our VP of Technical Operations has taken an active role in using this tool for issues he is seeing. It's the "go-to" tool for him and my team to get a solid understanding of issues and present report data on the guest experience. "

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901 Campisi Way, Suite 222 Campbell, CA 95008 (888) 881-1116 LiveAction provides end-to-end visibility of network and application performance from a single pane of glass. We provide enterprises with confidence that the network is meeting business objectives, full network visibility for better decisions, and reduced cost to operate the network.

Validated by TechValidate: This case study is based on an August 2021 survey of LiveAction customers by TechValidate, a 3rd-party research service.

Source: VP of Technical Operations, Major Cruise Line Published: Aug. 25, 2021