

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. ”