

Network Monitoring

Lightstream designs and implements a Network Monitoring & Management solution for a national building materials supplier.

About the Customer

The nation's largest supplier of building materials to national builders, local contractors and tradesmen, carrying the whole spectrum of construction and custom products from engineered wood, gypsum, and siding to custom fabricated staircases and trim.

Previous Environment

The customer's IT group focused many of its resources on infrastructure support, removing time for the development and implementation of critical business applications capable of pushing the company forward. They relied on third-party monitoring tools that were monitored and remediated by internal teams who lacked the scale necessary to support their environment efficiently.

Obstacles

An effective Network Monitoring & Management solution requires weekend and after-hours support and while the customer utilized internal employees who spent a large part of their day answering tech support questions, they lacked the scale necessary to handle the service calls that would ultimately arise outside of traditional business hours. Their IT focus is on long term projects, therefore they knew they could not build, deploy, maintain and monitor their large infrastructure with a limited IT staff.

Lightstream's Solution

Lightstream's comprehensive portfolio, expertise and flexibility, coupled with our world-class global network operations center and advanced network management model offered the customer a cost-effective solution to maintain their on-premises network elements. Our network monitoring and management solution provided them the resources, expertise and tools to deliver and manage the enterprise-class solution they required, while giving them the bandwidth to focus on their their critical IT projects.

The Results

Today, as the customer continues to grow through internal expansion and by acquiring more successful regional organizations to add depth to their product lines and logistical expertise, Lightstream has simplified its IT installations by augmenting their staff through the management of circuit acquisition, configuration, deployment and monitoring.

The time the customer's IT staff spends on infrastructure support has significantly decreased, allowing them to focus on growth both organic and inorganic that directly impact the company's bottom line.