

Statseeker.

Customer Case Study: Wesfarmers.

Tech:niche.

Unifying network monitoring to manage costs and boost engagement.

One of Australia's largest retail operators chose Statseeker to support and monitor their strategic focus on operational excellence and satisfying customer needs.

"Statseeker has supported our drive for customer value and better customer experiences by delivering a centralized strategy and the mindset for network monitoring."

The requirement.

The organization had been using separate network monitoring solutions across their different divisions. They were facing an explosion of network use, the pressure of competition, and the need to contain CAPEX and OPEX expenditure.

The results.

Specific benefits and uses for this client:

- Successful implementation of a single network monitoring solution for the entire network, over multiple business units and more than 1,000 locations.
- Retention of original segregated information for in-depth analysis.

Wesfarmers' opinion:

"The deployment developed an improved engagement and cross-communication within the organization, as well as ensuring the overall cost of solution for network monitoring was managed... All while still delivering the original operational segregation required by each independent business unit."



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