Global Manufacturer Finds Its Sweet Spot For Network Monitoring With Exoprise CloudReady

The company is a global manufacturing leader in Confectionery, Nutrition, Food Production, and Petcare solutions employing more than 125,000 associates in over 70 countries. It has long committed to empowering its employees with the best Information Technology (IT) available for superior collaboration and productivity.

To provide these best-in-class collaboration solutions, the company embarked on migrations to Microsoft Office 365 including Exchange Online SharePoint Online OneDrive, Yammer, and Skype for Business Online. Accompanying the migrations were transformations of critical network infrastructure including proprietary WAN links, MPLS, VPN, ExpressRoute and more. To ensure successful migrations, Exoprise CloudReady was leveraged to monitor the end user experience and network performance.

Case Study

Industry
Global manufacturer of confectionery, pet food and other food products and a provider of animal care services.

Headquarters
USA

Employees
125,000+

Use Case
Office 365 and Network Monitoring

Empowering Employees Everywhere

The company sought to minimize disruption and improve end-user satisfaction for everyone during the migration to Office 365. This meant proactively measuring user experience (UX), availability and network performance across their vast environment of more than 400 locations.

The company searched for a proper monitoring solution that would give them the visibility they needed. Existing monitoring solutions did not meet the needs when it came to monitoring Microsoft Office 365 and external cloud services.

Starting with a free self-service trial of Exoprise CloudReady, the company began by monitoring Microsoft Yammer and Exchange Online. There were positive early results detecting and proving Yammer outages and receiving SLA credits from Microsoft.

Early and quick success led to an expanded deployment and the company choosing Exoprise as its primary vendor for monitoring SaaS, Office 365 and Unified Communications throughout the internal network and branch offices.

Crowd-Powered Network Intelligence

With automation and ease of deployment, the company quickly expanded their use of CloudReady to monitor critical infrastructure services they feared would be impacted during the Office 365 migration like Active Directory Federation Services (ADFS). The IT team wanted to observe transaction response times for branch offices not co-located with the ADFS cluster.

Exoprise crowd-sourced metrics assisted the team in measuring user experience for Exchange Online, SharePoint Online, and Yammer.
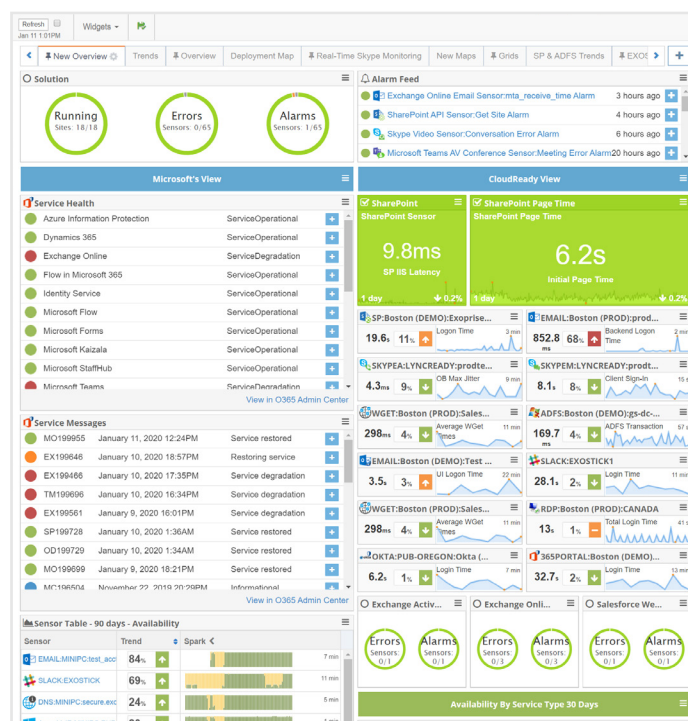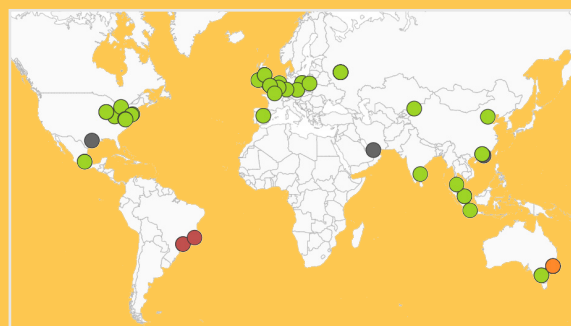

Figure 1: Typical CloudReady dashboard, generated automatically, fully customizable for any role.

Single Pane of Glass for Mission Critical SaaS Apps

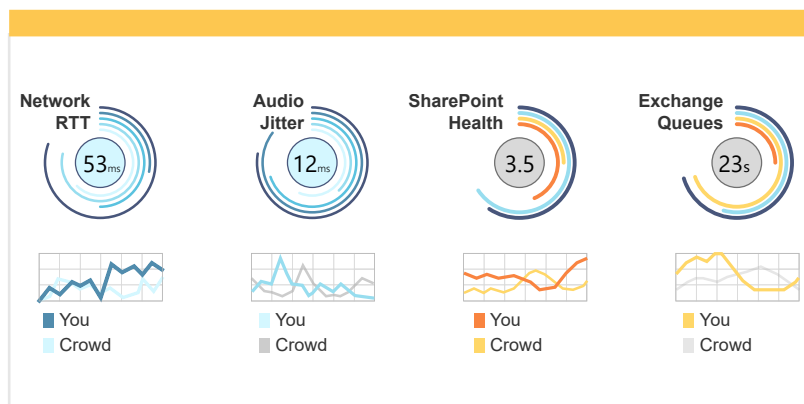*Early detection of outages and enhanced resiliency throughout the estate*

Figure 2: Exoprise CloudReady crowd-sources metrics enabling quick benchmarks, rapid time-to-value and reduced Mean Time to Resolution

"When we migrated to Office 365, as one of the first, it was a big change...whenever there was an issue, no matter what, the inclination was to always blame Microsoft. As the engineering team, Exoprise helps us objectively zero in on the issue and calm down."

Senior Manager End User Technologies

Anonymously aggregated crowd comparisons assist with root cause analysis and enable to see if slow- downs were just for the company's tenant or affecting everyone. This helped eliminate errant finger-pointing and focused investigations within the team. Crowd-based benchmarks of availability and response times helped the company demonstrate to management that they are operating a best-in-class network and services.

Continuous network trace diagnostics coupled with simulated user actions in CloudReady Sensors (synthetics for each Office 365 and cloud service) enable rapid detection and reduced Mean Time to Resolution (MTTR) of outages and performance slowdowns. The cost of Exoprise CloudReady quickly pays for itself with reduced finger pointing and returned SLA service credits.

Skype for Business Visibility

The company, already skilled with premise-based deployments of Skype for Business, knew testing Quality of Service (QoS) using real Skype clients and VoIP synthetics across its locations would be crucial for a successful migration to Skype Online. The network team wanted to measure link saturation alongside the end-user experience of Skype for Business Online. Skype is a cornerstone of the company's collaboration strategy and enables effective communication across its many locations while keeping costs in check.

The End User Services Manager explained, "While the CQD is powerful, it can't see or correlate bursty incidents of degradation that Exoprise can. These events can really affect call quality and our end-users, so Exoprise helps us work with our network providers to quickly resolve these problems."

The company utilizes CloudReady VoIP Sensors which synthesize voice, video, and audio traffic in multiple directions to test and monitor Wi-Fi access points and WAN-links for early detection and root cause analysis. The bulk deployment features allow the IT teams to automate monitoring setups and fits well with the existing DevOps culture.

> **"**
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> *When we tested ExpressRoute to see if it delivered improvements and we saw link saturation, we were able to prove it to our networking team with data from Exoprise. We were able to fix the problem much more quickly than hunting in the dark."*
>
> End User Services, Global Service Manager

Messaging, Audio, Video

Availability

Jitter / MOS

Figure 3: Real-time, proactive call quality metrics for Skype, Microsoft Teams and Synthetic VoIP

From an operational and alerting perspective, the built-in publish/subscribe for distribution of CloudReady alarms through the existing on-premises Splunk® Enterprise installation is utilized. Once in Splunk, incidents are further elevated into ServiceNow for triage and collaboration.

In another incident, the company's Brazil-based users reported various Office 365 access problems, while Microsoft reported everything was fine. Utilizing Exoprise, the team was able to quickly determine that the incident was local to the Brazilian WAN-link and enabled the team to focus on quickly resolving the issue.

Clouds Don't Stand Still

Network and application changes are constant as Microsoft continues to evolve their applications and tenant network infrastructure. A key benefit of adopting Office 365 is that it is always evolving and improving. With the help of Exoprise CloudReady, the company has consistent user experience baselines that give the IT team the confidence that the network and Microsoft changes aren't adversely affecting end users no matter where they are located.

Soon the company will embark on the testing required to migrate from Skype for Business Online, set to end-of-line in the summer of 2021, to Microsoft Teams. Synthetic testing of Teams messaging, voice, video and PSTN through the full suite of CloudReady sensors that are available now.

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About Exoprise

Exoprise CloudReady is a platform for end-to-end visibility into the networks and applications your organization relies on. Find and fix problems fast, manage change, observe trends and improve operations for your entire business.