

ManageEngine DeviceExpert helps leading IT service provider for retailers centrally manage network device configurations



Background

Organization: Bovertis B.V.

Industry: IT Service Provider

Business: IT Solutions,
Support for Retail Industry

Location: The Netherlands

Solution: ManageEngine DeviceExpert

Headquartered in The Netherlands, Bovertis B.V is an IT service provider for retailers on high transaction locations. With a history in Airport Retail, Bovertis is specialized in handling the specific challenges that come with airport retailing. Bovertis develops Retail specific applications, implements and supports POS systems, Pin devices and Back-Office ERP systems.

Bovertis B.V, a leading IT solution/support provider for retail industry in The Netherlands uses DeviceExpert to automate the entire life-cycle of device configuration management; saves time, resources and improves productivity.

The Business Challenge

Thanks to the People's urge for shopping, retail industry is among the rapidly growing industries in the World. With globalization, retailers are expanding their retail networks cutting across geographical boundaries. Advancements in Information Technology and telecommunication services have fueled the growth of global brands and international chain of retail outlets.

Due to the huge volume of business, growing customer expectations, geographical spread and other factors, the retail industry is heavily dependent on its IT network infrastructure for business continuity.

As business needs of the retail industry are in a state of constant flux, the IT solution or support providers for the retail industry face the challenge of not only keeping the network infrastructure in

top shape, but also responding to the large volume of change requests and other business needs rapidly. Even a few minutes of network outage could have a rippling effect on the revenue stream as critical business services get affected.

A leading IT service provider for retail companies in The Netherlands, Bovertis, which specializes in airport retail development and IT support, is tasked with managing a large number of network devices, mostly switches and routers from different device vendors.

“Our customers have retail stores all over the world, which need connectivity with each other and with the Head Quarters. We cater to different kinds of retailers operating at airports, cities and even makeshift locations. Each of these requires different types of network devices ranging from DSL routers, WiFi routers to a variety of managed switches,” says Henk van Achterberg, who works for Special Projects division of Bovertis.

“Managing these diverse devices, keeping them up-to-date, carrying out changes and monitoring changes were all quite challenging. Particularly, when devices went down, troubleshooting became a daunting task,” adds Henk.

The Solution

When Henk and his team started searching for a solution that could alleviate their Network Change and Configuration Management (NCCM) problems, they had a few critical considerations.

They expected the solution to provide centralized control over heterogeneous devices and configurations, be cost-effective, reliable and very simple-to-use with robust change control, audit, reporting and alerting features. “We preferred a complete solution that could automate the entire life-cycle of network device configuration management,” remarks Henk.



“ While the other solutions we evaluated either had only basic features or proved very complex requiring a lot of configurations to make them work, DeviceExpert was like a breeze. We were highly impressed by the ease-of-use, change detection, auditing and automation capabilities and above all, the top-notch technical support we received from the DeviceExpert team during the evaluation phase ”

After researching many tools and solutions, including some open source software, Henk's team came across ManageEngine DeviceExpert. "While the other solutions we evaluated either had only basic features or proved very complex requiring a lot of configurations to make them work, DeviceExpert was like a breeze," points out Henk.

"We found DeviceExpert meeting all our requirements. We were highly impressed by the ease-of-use, change detection, auditing and automation capabilities and above all, the top-notch technical support we received from the DeviceExpert team during the evaluation phase," adds Henk.

They did not have any second thoughts; went ahead and implemented DeviceExpert in quick time.

The DeviceExpert Difference

Amongst the many features of DeviceExpert that directly benefit Bovertis, the ability to rollback configurations to baseline or previous version when the device goes down and quickly get them back up and running has proved highly beneficial.

"Even in extreme cases of crash of a switch or router, it has become very simple to get the replacement unit up and running within minutes by pushing the latest configuration since DeviceExpert not only backs up the configurations of all devices automatically, but also stores them with proper versions and labels," says Henk and adds that the ability to view and deploy any version on any device has helped minimize the downtime due to faulty configuration changes, which is crucial for ensuring business continuity for retailers.

DeviceExpert's informative inventory is another highlight that proves extremely useful at Bovertis.



Henk van Achterberg,
Special Projects, Bovertis

“DeviceExpert is a wonderful piece of software and it has immensely benefited our team. We are now making best use of our network infrastructure and we like it very much. The best part is the dedicated team behind DeviceExpert. We had several questions and configuration issues with our network equipment and the support from DeviceExpert was exemplary. I recommend each network administrator to try DeviceExpert and experience the feeling that your network is properly managed without any worries”

“We get a good overview of which equipment is in use for which customer and how it is configured. For companies like us who manage the devices for many customers, this type of inventory is invaluable,” emphasizes Henk.

Real-time notifications on configuration changes have come in handy for Bovertis.

“It is crucial to know who has changed the configuration and also the exact change. The change notifications, coupled with role based access restrictions help in not only knowing ‘who’ changed ‘what’ and ‘when’, but also in troubleshooting,” observes Henk.

The automation capabilities of DeviceExpert have relieved the administrators from trivial routines and concentrate on other vital network management tasks.

“Deploying numerous mundane configuration changes on many different devices were eating away our precious time. With DeviceExpert in place, those tasks have all been automated through scripts, templates and scheduled tasks. In addition, whenever changes occur, we receive notifications instantly. We are now able to spend our precious time on other important aspects directly contributing to increased productivity,” remarks Henk.

Today, DeviceExpert is playing a crucial role at Bovertis in the secure and sound upkeep of the network infrastructure by providing an automated way for maintaining configurations, preventing unauthorized configuration changes, reducing human errors and ensuring network uptime.

Bovertis keeps expanding its network infrastructure to deliver new services and support a growing clientele. The growth, in turn increases the number of devices, which results in exponential increase of configurations to be managed. With DeviceExpert on their side, the IT division of Bovertis has total control over all the device configurations and is well equipped to effectively manage more devices.



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“The best part is the dedicated team behind DeviceExpert. We had several questions and configuration issues with our network equipment and the support from DeviceExpert was exemplary. I recommend each network administrators to try DeviceExpert and experience the feeling that your network is properly managed without any worries,” asserts Henk.

About DeviceExpert

DeviceExpert is a web-based, multi vendor network change, configuration and compliance management (NCCCM) solution for switches, routers, firewalls and other network devices. Trusted by thousands of network administrators around the world, DeviceExpert helps automate and take total control of the entire life cycle of device configuration management. www.deviceexpert.com



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