



Lightyear Network Solutions, one of America's fastest-growing telecom service providers, uses ManageEngine DeviceExpert to proactively manage configuration changes in their network infrastructure

Company: Lightyear Network Solutions

Industry: Telecommunication

Business: Service Provider

Location: Louisville, Kentucky, USA

Solution: ManageEngine DeviceExpert

Lightyear Network Solutions is a leading player in the telecommunications industry providing services ranging from local phone service to optical connections to the internet, including VoIP. Established post 1993, it is located in Louisville, Kentucky in the United States. Serving well over 200,000 customers, Lightyear needed a robust and reliable solution to manage change and configuration in their network devices, to achieve business continuity and customer satisfaction. ManageEngine DeviceExpert seemed the perfect choice for them.

## Business Challenge

Telecommunication services like telephony and internet access are bare essentials in this age for both businesses and residential customers to connect with one another. To enjoy satisfied clientele, Providers offering these services must deliver uninterrupted access, wide coverage, high quality of service, and in the process, maximize efficiency & profits for their customers.

To meet business requirements, Lightyear deploys a large number of routers, switches, firewalls and other network devices for their customers. The configurations on these devices undergo periodic changes and revisions based on customer demands. Manual processes to manage such changes were increasingly becoming tedious. And as the number of devices grew, tracking configuration changes was getting way out of hand and fast!

“Keeping track of the changes was turning into a nightmare. We used to do things manually and were struggling to keep track of changes.” - Kevin Spies, Manager of Network Operations, Lightyear.

## Solution

Lightyear had a problem in hand that needed to be addressed before things went out of control. They were in need a solution that could automate the device configuration and change management process, was scalable to support a large number of multi-vendor devices, extremely easy to use and yet affordable enough to meet IT budget constraints. Kevin and his team evaluated many solutions before zeroing in on DeviceExpert.

"It was annoying to manually download device configurations one at a time and store them under folders on a network drive. DeviceExpert changed all that by storing configurations in a central repository and making them accessible via a web GUI," says Kevin from Lightyear.

ManageEngine DeviceExpert's broad feature set aims at providing everything that a telecom service provider like Lightyear would need to take control of its own as well its customers' network infrastructure. It ensures that core business functions operate uninterrupted without any hassles.

## Why choose ManageEngine DeviceExpert?

One of the many things that impressed Lightyear Network Solutions to favor DeviceExpert was its ability to automate configuration management tasks with so much ease. Its intuitive web interface and simple workflow enables universal access, minimizes the learning curve and improves productivity for its network administrators.

Pro-actively tracking and reporting continuous configuration changes in 'real-time', and maintaining different versions for future access - is another highlight that was very valuable for Lightyear. This helped in avoiding faulty or unauthorized configuration changes and hence minimizing network outages.

"It is a complete package that helped us meet our change and configuration requirements. If you are someone currently wondering how to get a handle on your configuration changes, DeviceExpert is there for you," emphasizes Kevin.

Some of the other key features that made life easy for Lightyear were the provision to schedule configuration backups, compare previous configuration changes and to ability to generate on-demand reports for management to peruse. Above all, the speed of operation was commendable.

"It has saved us a great deal of time. We have observed that DeviceExpert can deploy multiple configuration changes across 250+ devices in less than 10 minutes which otherwise will require an effort of 2-3 man days," stressed Kevin.

ManageEngine DeviceExpert is a powerful solution that can solve multiple problems when dealing with change control of your network infrastructure, be it - automating time-consuming tasks, tracking and securing configuration changes, minimizing security threats by enforcing policies & compliance standards on network devices so that they remain compliant, and auditing activities & making comprehensive reports available.

DeviceExpert further, seamlessly integrates with a host of other products from the ManageEngine stable, to exceed every conceivable expectation of a complete enterprise management solution. And with an affordable price tag on it for the rich set of features it offers, it has a tremendous return on investment when compared to other similar solutions in the market.

arduous manual configuration management tasks are automated and simplified. DeviceExpert enables Lightyear to focus on their core business and offer better value to their customers.

"We were now able to respond faster to change requests from customers. DeviceExpert's configuration change control mechanism requiring approval for changes, has given me peace of mind," says Kevin.

Being a service provider is a growing, lucrative business to be in with more and more companies engaging them for the facilities they offer. Lightyear Network Solutions will soon be adding 100 more devices and are well on track to scale greater heights in their business, thanks to ManageEngine DeviceExpert.

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## About DeviceExpert

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

## About ManageEngine

ManageEngine provides a suite of powerful Enterprise Management products, including network utilization, performance, security, helpdesk management, email archive management, and real time QoS management among others, aimed at making your business more effective and efficient. With a wide array of products that can be easily integrated, enterprise wide optimization is allowed. Complementary products provide users with the ability to choose and incorporate features that they need a la' carte