Wesfarmers User Case Study

The Customer

One of Australia's largest listed companies trading in diverse retail operations chooses 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."

About

This Statseeker customer is one of Australia's largest public companies and private sector employers of over 210,000 people, a shareholder base of 500,000, and revenue of AUD $62.45 billion in 2015.

This Statseeker customer's operations are diverse, ranging from convenience stores, liquor stores, supermarkets, home improvement, office supplies, hotels and department stores. With a focus on delivering shareholder value, their ongoing success is underpinned by customer and employee satisfaction.

The Challenge

The organization's network investment is substantial, however they had previously used separate network monitoring solutions across their divisions without a centralized strategy or mindset.

They were facing an explosion of network use, the pressure of competition, and the need to contain CAPEX and OPEX expenditure, all while improving customer service and satisfaction.

With the velocity of ever-increasing network demand and the potential impact of network performance on users and customers, they required a single network monitoring solution.

"**Statseeker assisted us with an enterprise licensing model** allowing for **flexible deployment and resources sharing** within the parent group."

Results

✓ Statseeker investigated our history and complexities

✓ Statseeker deployed an enterprise licensing model

✓ Statseeker enabled flexible deployment and resources sharing

✓ Statseeker delivered immediate CAPEX and OPEX savings

✓ Statseeker retained original, segregated data for in-depth analysis

"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."

Watch the **Statseeker Corporate Video**.

Instant visibility   **60 Powerful** monitoring   **Fast** reporting   **Smart** data   www.statseeker.com