



Glassbeam helps Meru Networks slash time and costs to diagnose customer support issues. Dashboard of key performance metrics provides support engineers with rapid and accurate findings from large files of machine data. Meru Networks is a market leader in the development of mobile access and virtualized Wi-Fi solutions. Meru's customers include large-scale enterprises in health care, hospitality, education and other industries in need of reliable, high-bandwidth wireless networks serving high-density user populations.

Overview

Industry

- Networking and Communication Devices

Challenges

- Maintain high levels of network availability and performance
- Quickly pinpoint root cause for any product issue

Solution

- Aggregates key findings from multiple log files in dashboard reports
- Identifies key trends, exceptions and events for proactive support

Impact

- Derive actionable information in less than 15 minutes
- Circumvent field service calls and reduce support costs

The Challenge

Given the business-critical nature of applications and data flowing across their networks, Meru's customers expect high levels of network availability and performance. Consequently, whenever a problem requires a call to customer support, Meru's support engineers want to diagnose the cause as quickly as possible. A valuable source of problem-solving information is buried in the "machine data" that each controller collects. Nearly 300 individual records about the performance of controllers and access points, as well as the activity of users on the network, are contained in these machine data logs that can potentially pinpoint the cause of a problem.

While this data is highly valuable, the log files containing it can be very large in the case of enterprise customers. So, when a customer support

case becomes complicated and is escalated to higher levels, support engineers need to access log data as quickly as possible in order to diagnose the problem. Given the complexity of these log files, the engineers might have to go back and forth between various revisions to pinpoint the source of the problem, says Joe Limprecht, Manager of Customer Support for Meru Networks.

The Solution

"The idea is to pick the key components that we're looking for, and access them so our support team gets to the root of the matter quickly."

Joe Limprecht, Manager of Customer Support for Meru Networks

Meru brought in Glassbeam to assist in the process to reduce the time it takes to diagnose customer support issues.

Glassbeam's advanced machine data analytics quickly converts mountains of log files into a graphical dashboard, delivered over the Web and presents key findings to Meru's customer support staff.

Glassbeam is unique in its ability to extract actionable business intelligence from complex, multi-structured machine data. Going beyond simple log file search and indexing, Glassbeam delivers "big data" applications containing pre-built dashboards and reports that quickly identify key trends, exceptions and events requiring immediate attention.

The output of the Glassbeam application is used by Meru's support team to quickly resolve escalated customer support issues and to provide proactive support as part of a network health check that customers receive if they subscribe to a higher level of support.

The Glassbeam application gives support engineers quick and easy access to summary of activities, anomalies or changes that could indicate the source of a customer problem. "The idea is to pick the key components that we're looking for,

and access them so our support team gets to the root of the matter quickly," Limprecht says.

When a case is escalated, the Meru support team has the customer download the relevant log files. By running these files through the Glassbeam application, the team converts raw data into useful information to troubleshoot customer issues in minutes.

Meru and Glassbeam selected key product performance metrics to use for the dashboard application: client connectivity; network latency; RF noise and channel utilization; hardware performance and notification of changes to a product's default settings. By identifying and concentrating on these primary product support issues, Glassbeam has enabled Meru's team to provide elevated levels of support to their customer base.

"We can run Glassbeam to quickly confirm the root cause of the support issue, or reach out to our customer to highlight areas of concerns before any problem occurs" Limprecht adds. "Our team is dedicated to delivering a superior customer experience and Glassbeam supports us in this effort by enabling access to key information for proactive support and by being "spot on" in its assessments for root cause analysis."

The Impact

"Meru is leveraging Glassbeam to enhance its customer satisfaction levels by reducing the time needed to diagnose product performance issues."

Joe Limprecht, Manager of Customer Support for Meru Networks

Limprecht says the most important result since introducing the Glassbeam application is improved customer satisfaction, through better and faster problem identification and resolution. "It has cut down the time it takes to derive conclusions from these logs," he notes. "We can now do it in less than 15 minutes."

He notes, "Any support organization is measured by the satisfaction of its customers, so if this can help improve that by any percentage, then I think it's a no-brainer."

Glassbeam has already made a significant impact, Limprecht says. A case in point is where Glassbeam not only resolved the customer's problem quickly, but also saved money. In this case, the customer was a large hospital, which had encountered a problem in its network and had been trying to troubleshoot it internally. "By the time they called

support, their first reaction was 'Let's get somebody on site right away to give us a hand'," Limprecht says. "So, it was routed to our escalation team."

As the Meru team prepared to dispatch a support engineer, it gathered data about the customer's network and Meru's products from past log files. When Limprecht saw the data, "I asked that we run it through Glassbeam, and it quickly identified that the channel utilization in the area they were complaining about was over 40%. That told us there was something wrong in that area. So, before we went on site, we made some changes to that environment that reduced the channel utilization to under 20%, alleviated the problem, and negated the need for us to go on-site." Not having to dispatch an engineer saved nearly 2,000 for a single incident.

The Glassbeam Difference

While log files of machines hold important clues to the source of problems, support engineers need tools to access that data in a timely fashion. Glassbeam provides this by converting raw data into meaningful information that is available quickly and in an easy-to-understand format.

Applying Glassbeam to customer support at Meru Networks “has had a direct impact on response time and customer satisfaction,” Limprecht says. Looking ahead, Meru foresees the Glassbeam application to add value in other strategic functions including product management and quality assurance.

For now, Meru is leveraging Glassbeam to enhance its customer satisfaction levels by reducing the time needed to diagnose product performance issues. By increasing the efficiency of Meru’s customer support team and elevating customer satisfaction, Glassbeam is producing an immediate return on investment.

Contact us at sales@glassbeam.com

Glassbeam, Inc.

5201 Great America Parkway, Suite 360 • Santa Clara, CA 95054

Phone: 408-740-4600 • www.glassbeam.com

Glassbeam, the Glassbeam logo, Glassbeam BI Workbench and Glassbeam Dashboard are trademarks of Glassbeam, Inc. All other trademarks and registered trademarks are the property of their respective owners.