CASE STUDY

New Land Solutions

Elevating Network Performance with Domotz

How New Land Solutions Revolutionized Their IT and AV Integration Services

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New Land Solutions, a prominent player in the field of IT and AV integration, sought to elevate its network management capabilities.

By leveraging Domotz's advanced monitoring and management platform, they aimed to overcome critical operational challenges and enhance service delivery for their clients.

About the client

New Land Solutions is an established IT and AV integration company renowned for delivering comprehensive technological solutions to a diverse range of clients.

With a strong reputation for excellence, they cater to various sectors including corporate, education, healthcare, and hospitality.

Their service offerings range from small-scale installations to large enterprise deployments, encompassing everything from audio-visual systems and network infrastructure to security solutions and smart building technologies.

The Challenge

Despite their expertise, New Land Solutions faced several challenges that hindered their efficiency and client satisfaction:
- Limited visibility across their clients' networks
- Difficulty in remote troubleshooting and management
- Inefficient device management and monitoring
- A need for proactive network monitoring to prevent issues before they escalate
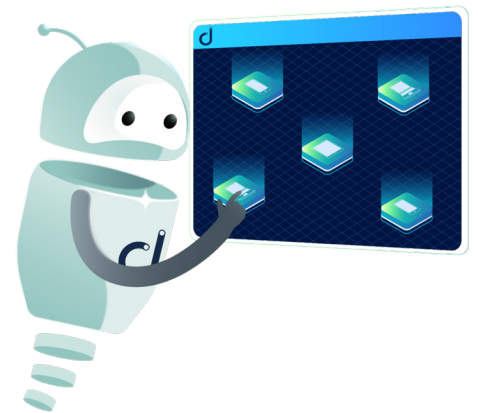

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The Solution

To address these challenges, New Land Solutions implemented the following key features and benefits included:

- **Real-time Network Monitoring**: Providing continuous insights into network performance and device status
- **Remote Access**: Enabling technicians to troubleshoot and resolve issues without needing to be physically present
- **Automated Alerts**: Proactive notifications about potential problems, allowing for swift intervention
- **Centralized Device Management**: Simplifying the oversight and control of all network-connected devices from a single dashboard

Implementation

The implementation of Domotz was seamless and efficient. The team at New Land Solutions collaborated closely with Domotz's support team to ensure a smooth deployment. They integrated the platform across their client networks, configured automated alerts, and trained their staff on utilizing the new system to its full potential.

Results

Results achieved by the company:

1. **Money & Time Saved**: From rebooting skyboxes to configuring and setting up new devices, New Land Solutions saves being able to perform key troubleshooting actions from remote.

2. **Expansion & Growth**: New Land Solutions can expand its service offerings and offer more flexible tiered price points on managed services because Domotz is affordable enough to be scalable.

3. **Disaster Prevention & Security**: New Land Solutions can offer new services related to smart home security because of Domotz's reliable and comprehensive features.

4. **Helping Pilots Land Helicopters**: A helicopter pilot could not land because of severe fog, and the security camera was down. We used Domotz to reset the power remotely, and the pilot was able to land safely.

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Highlights of the Case Study

New Land Solutions experienced a seamless integration of Domotz, deploying the platform with minimal disruption to their existing operations. The proactive monitoring capabilities allowed them to detect and resolve issues before they impacted clients, ensuring higher reliability. Remote troubleshooting significantly reduced the need for on-site visits, saving both time and resources. Additionally, the comprehensive device management provided by Domotz simplified and centralized control over all network devices, streamlining their operations and improving overall efficiency.

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