

CASE STUDY

Production Lift

Enhancing Network Visibility and Efficiency for Production Lift

How Domotz Helped Production Lift Overcome Network
Management Challenges



PROLIFTCO

PRODUCTION LIFT COMPANIES

Production Lift, a prominent player in the lift and escalator industry, faced significant challenges in monitoring and managing its extensive network infrastructure.

To address these issues, Production Lift partnered with Domotz, a leading network monitoring and management solution provider, to enhance their network visibility, improve troubleshooting capabilities, and ensure proactive maintenance.

How an Oil and Gas company uses Domotz as an RMM solution to support hundreds of sites across the state of Texas.

About the client



Production Lift is a well-established company specializing in the manufacturing, installation, and maintenance of lifts and escalators. With a diverse portfolio of clients across various sectors, including commercial, residential, and industrial,

Production Lift operates a vast and complex network infrastructure to support its operations. Ensuring network reliability and performance is paramount to delivering high-quality service to their clients.

The Challenge

Production Lift faced several challenges in managing its network:

- **Limited Visibility Across Networks:** The team struggled with obtaining real-time and historical data on network performance, hindering effective decision-making and troubleshooting.
- **Difficulty in Remote Troubleshooting:** Without robust remote access capabilities, technicians often needed to be on-site to diagnose and resolve network issues, leading to increased time and resource consumption.
- **Lack of Proactive Monitoring:** The absence of proactive monitoring meant that network issues were often identified only after they had escalated, resulting in potential downtime and service disruptions.





The Solution

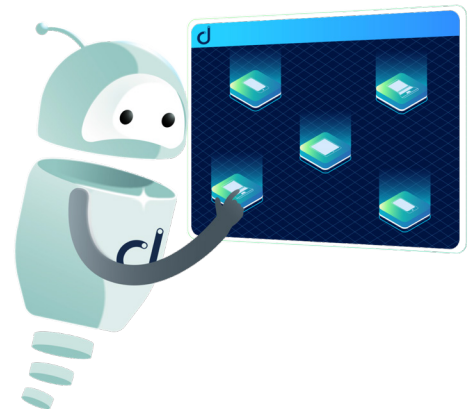
To address these challenges, Production Lift implemented key features of the Domotz solution including:

- **Real-time Network Monitoring:** Providing continuous monitoring and detailed insights into network performance
- **Remote Access Capabilities:** Allowing technicians to diagnose and resolve issues without needing to be physically present on-site
- **Proactive Monitoring and Alerts:** Enabling the identification of potential issues before they become critical, ensuring network reliability
- **Centralized Device Management:** Simplifying the management of network devices through a unified platform

Implementation

The implementation process was streamlined and efficient, with Domotz's team working closely with Production Lift to integrate the solution into their existing network infrastructure. Key steps included:

- **Assessment:** Conducting a thorough assessment of the current network setup to identify key areas for improvement.
- **Configuration:** Setting up the Domotz platform and configuring it to align with Production Lift's specific needs.
- **Training:** Providing comprehensive training to the Production Lift IT team to ensure they could effectively utilize the new tools and features.
- **Deployment:** Rolling out the solution across all relevant network segments, ensuring minimal disruption to ongoing operations.





Results

Results achieved by the company:

1. **Enhanced Network Visibility:** Real-time monitoring and detailed performance data enabled better decision-making and quicker troubleshooting.
2. **Decreased issue resolution time:** The combination of real-time monitoring, remote access, and proactive alerts significantly reduced the time required to identify and resolve network issues.
3. **Saved time and truck rolls:** Proactive monitoring and alerts allowed the team to address potential issues before they escalated, and save from truck rolls.
4. **Improved customer satisfaction:** The centralized management platform simplified device control and automation, improving overall efficiency and customer satisfaction.

Highlights of the Case Study

Production Lift, a leader in the lift and escalator industry, faced challenges with network visibility, remote troubleshooting, and proactive monitoring. By implementing Domotz's network monitoring and management solution, Production Lift gained real-time monitoring, remote access, proactive alerts, and centralized device management. This resulted in enhanced network visibility, improved remote troubleshooting, proactive issue resolution, streamlined device management, and decreased issue resolution time. Partnering with Domotz allowed Production Lift to overcome significant network management challenges, leading to improved operational efficiency and better service delivery.