AUXIOM USES JUNIPER SKY ENTERPRISE TO DELIVER SIMPLIFIED CLOUD-MANAGED NETWORK SERVICES TO ITS RETAIL CUSTOMERS

Summary

Company:
Auxiom LLC

Industry:
Managed services provider (MSP)

Business Challenges:
Deliver simplified network operations, improve network reliability, and speed up troubleshooting across 30 retail locations

Technology Solution:
• *Juniper Sky Enterprise*
• *EX Series Ethernet Switches*

Business Results:
• *Improved reliability with consistent networking*
• *Ensured consistent network configuration with cloud-based network management*
• *Centralized network visibility between trusted partners Juniper and Auxiom*

Retailers can't afford downtime, which prevents purchases and disappoints shoppers. To overcome network reliability issues, this Midwestern retailer turned to Auxiom, a managed IT services provider, and Juniper Networks to improve uptime and reduce complexity. Juniper Sky™ Enterprise is the key to intuitive cloud-based management for the retail enterprise.

Network reliability and performance issues were impacting the shopper experience and store operations at this Midwestern retailer, interrupting purchases and leaving customers frustrated. Technicians often had to travel to the store to troubleshoot and resolve network issues.

"IT spent a lot of time trying to trace down issues," says Matt Opificius, professional services manager at Auxiom, a managed IT services provider in Rochester, MI.

Retailers aren't the only businesses that can't tolerate downtime. Hotel chains, car dealerships, and other distributed enterprises must keep dozens or even hundreds of locations connected. Downtime disappoints customers and destroys productivity. Sending skilled technicians to connect new sites, make changes, or troubleshoot problems is time-consuming and expensive.

"There's a high need for enterprise-class networking among midsize customers, but they need easily scalable solutions," Opificius says. "Juniper Sky Enterprise makes it easy for businesses to start small and grow."

Auxiom deployed Juniper Sky Enterprise for the retailer, providing simple, intuitive cloud-based management and enterprise-grade networking and security at 30 locations. Juniper Sky Enterprise runs as a multitenant, secure, and reliable managed service. At the stores and headquarters, Juniper Networks® EX Series Ethernet Switches are centrally provisioned and managed through Juniper Sky Enterprise.

"With Juniper Sky Enterprise, we can bring streamlined, enterprise-quality cloud-managed networking and security to our customers. Customers can focus on more strategic IT efforts than managing their networks."

- Matt Opificius, professional services manager, Auxiom

Auxiom partnered with Juniper Networks for cloud-based network management because of Juniper's focus on engineering simplicity. "Juniper Sky Enterprise is aligned with Auxiom's efforts to create gold-standard networks for our clients," says Opificius. "We chose Juniper Sky Enterprise to reduce setup complexity and easily scale the solution. The Juniper Networks Junos® operating system, which runs on Juniper switches, is best-in-class."

With a secure, enterprise-class network that's simple to manage from anywhere, the retailer can ensure a great in-store experience for shoppers, and sales transactions ring up securely and without delay. Critical back-office applications such as employee time tracking and inventory also run flawlessly.

Centralized Operations

Simplifying the network with Juniper has resulted in higher network availability. Consistent configuration has been key to the improved reliability. Before, devices at the various retail locations were configured differently, resulting in reliability gaps.

"The network is configured consistently across all 30 sites," Opificius says. "We can make configuration changes across multiple locations in minutes, rather than having to touch every switch or use a third-party product," he says. "Juniper Sky Enterprise does it out of the box."

Juniper Sky Enterprise simplifies policy enforcement and regulatory compliance. "Now it's much easier to see how the network is segmented to maintain PCI compliance."

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"It's very easy to troubleshoot a problem in Juniper Sky Enterprise," Opificius says. "Monitoring enables us to identify potential issues before they become problems."

As a cloud-based service, Juniper Sky Enterprise eliminates software maintenance cycles for network management, and that simplifies operations for Auxiom and its clients. Juniper Sky Enterprise has business continuity advantages as well. "We have peace of mind knowing that our clients' network configurations are backed up to the cloud," he says. "If there is ever a hardware failure, it's easy to get a client's network back online."

Scalable, Efficient Growth

Auxiom sees strong demand for cloud managed networking among its manufacturing, education, and other customers in the Detroit area. "With Juniper Sky Enterprise, we can bring streamlined, enterprise-quality, cloud-managed networking and security to our customers," says Opificius. "Customers can focus on more strategic IT efforts than managing their networks."

For More Information

To find out more about Juniper Networks products and solutions, please visit www.juniper.net.

About Juniper Networks

Juniper Networks brings simplicity to networking with products, solutions and services that connect the world. Through engineering innovation, we remove the constraints and complexities of networking in the cloud era to solve the toughest challenges our customers and partners face daily. At Juniper Networks, we believe that the network is a resource for sharing knowledge and human advancement that changes the world. We are committed to imagining groundbreaking ways to deliver automated, scalable and secure networks to move at the speed of business.

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