STRATOSPHERE
NETWORKS

AUTOMATED SOLUTIONS PROVIDER CASE STUDY

CLIENT BACKGROUND

The client – a global firm based in Italy with their North American headquarters in Illinois – creates automated logistic solutions for large-scale and fast-moving distribution companies in the realm of consumer goods.

BUSINESS CHALLENGE

The company was expanding rapidly and didn't have the budget or the staff to keep up with increasing IT needs, especially in North America, which was experiencing the most growth of any region. Their in-house IT manager and his team members were extremely stressed as they tried to tackle an increasing number of support requests due to the rapid growth.

STRATOSPHERE NETWORKS SOLUTION

To help the client's in-house IT team get more done with less effort, the Stratosphere Networks team implemented our Platform as a Service (PaaS) solution. This offering gives in-house IT staff members the ability to become more productive with advanced tools and features, including the following components:

Stratosphere Automate and Control uses automation and remote monitoring and management capabilities to help internal IT teams stop wasting time on tedious tasks (such as patching, updating, and on-boarding and off-boarding employees) and efficiently address IT support requests by remotely accessing machines.

Stratosphere Manage leverages optimized workflows, ticketing management, a knowledge base, and asset management abilities to boost efficiency.

BENEFITS

Following the implementation of our PaaS solution, the client's IT manager and the company in general have enjoyed these business benefits:

✦ A more manageable, less stressful workload for internal IT staff.

✦ Faster resolution of end user issues due to the ability to access their machines remotely through Stratosphere Control. The client has advanced features with remote access such as multiple monitor viewing, real-time info on workstation without disrupting the end-user, and the ability to have unattended access without the end user doesn't need to be present to log onto their machine.

✦ More efficient management of IT support requests via the ticketing system provided by Stratosphere Manage.

✦ Productivity from the automation of mundane tasks, such as loading new software applications, regular Microsoft patches, security patches and updates, and auto remediation of common issues, such as disk clean up and retarting failed critical services.

✦ The client's IT director was able focus more on big-picture thinking and projects scope to the essential elements, and how he communicated and defended his more focused scope, which saved them time and effort.

✦ Process improvements such as on- and off-boarding new employees via custom and dynamic employee on- and off-boarding forms.

✦ Cyber services can be plugged right into the platform.
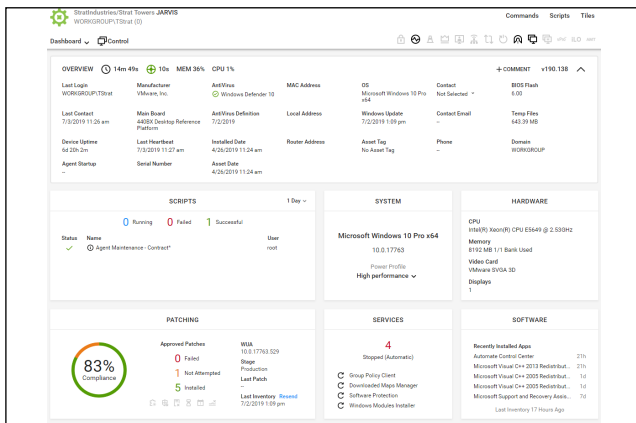
With Stratosphere Automate, you can view real-time data for workstations and servers through an easily accessible web dashboard.
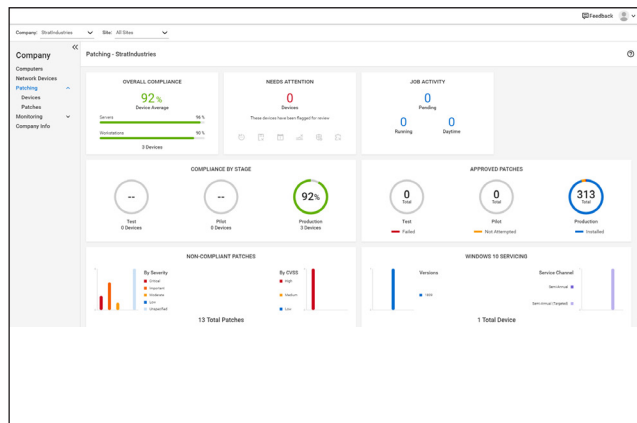
The platform also allows you to identify overall patch health such as compliance scores and install/missing Windows patches.

STRATOSPHERE NETWORKS