

Atria Senior Living - Real impact on network operations efficiency in ways they didn't even expect.

EXECUTIVE SUMMARY

Customer Name: Atria Senior Living
Industry: Healthcare
Location: Louisville, KY USA
Company Size: \$3.1B

BACKGROUND

A replacement was needed for the SolarWinds' Orion Network Configuration Manager Software module to back up their configurations in a mixed vendor environment. NCM, while functional, was often clunky and difficult to obtain support for. After staring at the daunting task of getting a RANCID deployment set up, and then keeping it up to date, they started evaluating alternatives and found Net LineDancer.

BUSINESS CHALLENGE

Back up their configurations in a mixed vendor environment. NCM, while functional, was often clunky and difficult to get support for.

SOLUTION

Immediately they saw the value in Net LineDancer.

- The demo was easy to set up, and within minutes of installing it they were able to add devices and test the software.
- Once the full service was acquired they were able to add all of their devices in to the system in no time and saw an almost immediate benefit from the purchase of the software.

BUSINESS RESULTS

- Discovered over 80 devices that had been operating with their running configurations unsaved to the startup configuration including one with an entire sub interface unsaved. One command in NetLD and all of their configurations were saved to flash and backed up.
- Used NetLD to audit local user accounts on the devices and discovered over 20 local user accounts set up by various admins over the years. With a few command pushes from NetLD were able to eliminate all of the extra user accounts and standardize the passwords for the one account they wanted to allow.
- Able to determine which of their devices were running out of date software versions, determine which of them had enough space to push the newer code to, and then push the updates to the ones that could be updated and configure them to boot to the new code on the next cycle. All without a single fault or failure.
- Able to implement the terminal proxy feature to allow helpdesk users access to view mac address tables and the like, without having to worry that they could make unauthorized changes.

Atria Senior Living creates vibrant communities where older adults can thrive and participate. Established in 1996, Atria has 12,500 employees serving 20,000 residents in 28 states and 7 Canadian provinces.

Atria Senior Living has high standards when it comes to quality, because they know what's at stake for customers and employees.



"Working with NetLD has been a case of night and day. With SolarWinds NCM, configuration management was an emergency backup that we very rarely referenced and hated having to deal with when it was needed. NetLD on the other hand has had real impact on our network operations efficiency in ways we didn't expect to get from a configuration management software."

Ryan Brown, Senior Network Admin.
Atria senior Living

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