VIAVI

Case Study:
Exmark Manufacturing Co.

Incorporated in 1982, Exmark Manufacturing is headquartered in Beatrice, Nebraska and has built a reputation for delivering the world's most durable and reliable lawn mowers and turf care equipment.

> *With the Observer Platform we have been able to not only prove when it is or isn't the network that is the problem, but help application programmers and system administrators understand and correct what the problem may be.*
>
> – **Eric Klaus, Network Administrator**
> **Exmark Manufacturing Co., Inc.**

Challenge

Prior to purchasing Observer, Exmark Manufacturing experienced a lack of network visibility and problems isolating root cause between network and applications.

Customer Choice: Observer

Exmark Manufacturing chose Observer over competitors because of brand reputation, customer care, ease of use, and packet capture and storage capabilities.

Use Case

Exmark Manufacturing uses Observer in the following ways:

- Troubleshooting after an event or degradation in performance

- Analytics to justify IT initiatives and investments

Results

Observer helped the organization with faster troubleshooting and higher end-user satisfaction.

"With the Observer Platform we have been able to not only prove when it is or isn't the network that is the problem, but help application programmers and system administrators understand and correct what the problem may be," says Eric Klaus, Network Administrator at Exmark Manufacturing, citing better visibility and awareness with Observer.

Klaus notes that he is also extremely satisfied with the overall value of the toolset.

This case study of Exmark Manufacturing Co., Inc. is based on a March 2016 survey of Observer Platform customers by TechValidate, a 3rd-party research service.