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Customer Success Story: Zoran

"By giving us real visibility into our bandwidth, Klir enables us to see the who, what, and where of any problem. Klir arms us with the specific information needed to respond to user complaints and resolve any problem quickly and easily."

- **Shawn Yuan**, Lead Network Administrator, Zoran

Zoran is a leading provider of digital solutions in the consumer electronics market, creating design chips for DVD players, digital cameras, multimedia mobile phones, digital televisions and set top boxes, digital printers and more. These solutions are unique to the marketplace, allowing consumers to connect and share their video and audio files with families and friends with or without the use of their computer. With 1000 employees worldwide in ten international offices, Zoran is committed to improving the digital entertainment experience in the home, office or on the road.

CHALLENGE

With offices all over the world and in different time zones, Zoran finds it difficult to support and manage its entire network. To make matters more challenging, the company doesn't have a dedicated IT person for each site. It is up to Shawn Yuan, Zoran's Lead Network Administrator and a team of five tech support people to take care of the entire network.

For Yuan, the two key challenges were visibility into the network and network security.

Zoran uses a mixed network with numerous operating systems including Windows, Solaris Linux and Unix. Before Klir, it required a lot of man hours to set up and monitor their complex mixed environment. "We had to manually check every site which could take up to an hour per site." Yuan, said. "The Klir solution instantly reduces our time spent to minutes a day." Yuan said.

He needed an easy to use network management solution that would allow their team to manage the networks remotely with a stronger level of security.

SOLUTION

Prior to using Klir, Zoran tried a variety of freeware and HP OpenView. But OpenView required the use of an expert to help them utilize its software. Their need for an easy to use solution brought them to Klir Analytics, which they selected to bring visibility into their network performance.

Klir Analytics is the first IT analytics solution offered as a managed service via a Software-as-a-Service (SaaS) delivery model. The SaaS model ensures rapid deployment, reduces the burden on IT staff and provides enterprise-class reliability at a fraction of the cost of traditional enterprise solutions.

"I couldn't be happier with Klir. Klir gives me the comprehensive visibility I need to help us solve problems." said Yuan.

RESULT

Before the solution was even deployed, Zoran experienced numerous benefits. "The fact that we were able to avoid the huge investment resources needed to set it up was really beneficial." Yuan said. "We also have a payment plan that evens out our payments so we know exactly what our expenses will be as we go forward." Yuan said, "And because it's a hosted service we don't need additional server maintenance which immediately saved us time and money." he said.

Yuan was impressed with Klir's quick and easy deployment, and found that using the Klir interface to monitor the performance of their network was much simpler than he expected. "We deployed the Klir solution in phases at first, but it was such a quick process that we were confident to expand further. "Yuan said, He was also pleased with the customer service he's experienced working with the Klir support team. "Klir provided excellent tech support. They walked us right through the set up process." He said.

Of course, the critical component of the solution for Zoran was network visibility. "Prior to using Klir, we had to rely on the user to let us know that their line was down." Yuan said. Then we had to try to figure out the location of the problem. That could take a lot of time. With the visibility that Klir gives us, we can now determine the location of the problem and resolve the issue instantly."

Additionally, Klir responded to Zoran's unique requests. "I wanted an expanded, multiple page dashboard for each of our sites." Yuan said. "Klir listened to our needs and responded by developing a new version with enhanced features that gave us exactly what we needed."

Overall Zoran is thrilled with their user experience and with the range of improvements they've experienced with the Klir solution. "It's been a great relief not having to worry about servers. Klir takes care of all that. All we have to do is flip a switch. And now we get the whole picture of what's happening with every aspect of our network." Yuan said.

Quick ROI Callout

For Zoran, the Klir Analytics solution delivered:

- Remote view into entire global network
- IT analytics tools that bring visibility to performance, utilization and network circuit configuration
- Rapid deployment and ease of use
- Cost-effective solution that saved both time and money

- Enhanced version developed to meet their specific needs
- Reliable expert support