Revolutionising Cisco Meraki WiFi Self-Management at Countrywide Healthcare

Highlight's Service Assurance Platform provides a seamless solution to Meraki WiFi problem solving, offering real-time insights and historical reporting, empowering an SMB IT team to troubleshoot and optimise network performance for uninterrupted operations.

Countrywide Healthcare, a 27-year-old supplier of medical and janitorial equipment to the care sector, faced critical network performance challenges in their new warehouse with a Cisco Meraki network.

The IT team struggled to gain comprehensive visibility into its performance, resulting in unresolved downtime incidents, like the inability to download web orders and slow ERP system performance.

The need: Flexible service assurance visibility for time-critical dispatch network

Key benefits delivered by the Highlight platform:

- The Highlight platform delivered an **80% reduction in time to identify network issues**

- It was **94% quicker to setup** versus previous monitoring tools tried

- Highlight was **71% more cost effective** than competing solutions

Jonathan Price, IT Manager at Countrywide Healthcare says, "When we moved to our current 110,000 sq. ft warehouse in 2021, the refurbishment included the installation of a full Meraki network. We chose Meraki because we didn't need to be experts in Cisco networking, since Meraki is almost plug and play with control from anywhere."

"We had a couple of incidents where we couldn't download our web orders," explains Jonathan. "We suspected that we were saturating the bandwidth on our internet connection, but we couldn't confirm this suspicion. We could see what was happening right now on the Meraki dashboard but there was no accessible historical reporting and no way of knowing if our 3.00 am backups were causing the issue. We had no visibility, and it took a considerable effort to find out what was going on. It was quite frustrating."

"For a couple of years, we had been searching for a decent network assurance solution that would work with Meraki. Previous attempts had led us to solutions that were too over-complicated or expensive for our needs. We are a small IT department of three people, so we don't have a lot of resource to throw at this. We wanted a product where we could click a couple of buttons and it would work."

highlight

The solution: Service assurance enablement that just works

Jonathan continues, "We came across Highlight Service Assurance Platform because our internet service provider, Gamma Telecom, also uses Highlight. The main appeal of Highlight was that it works with Meraki.

"When we signed up for a free trial, all we had to do was to add our API key to Highlight and it did everything for us. We didn't have to mess about with it and sink lots of hours into it. We first added WiFi access points and firewalls. Switches have since been added, and we can now see the vital uplink metrics between the main core network and the warehouse."

> Highlight just works… It was three clicks maximum, put the API key in, press OK, and a couple of minutes later, it talked to Meraki and brought across the WiFi access points and firewalls. **It really was the golden bullet.**

Jonathan Price, IT Manager

Countrywide Healthcare

"It was nice to know that the team at Highlight was on hand if needed, but all the information we required was there. The number of clients per access point, the internet bandwidth, switch port utilisation and the historical reporting was right there on the dashboard.

"We particularly like Highlight's critical ports feature on the switches. This enables us to specify our uplink ports so we can keep a close eye on them. For this we have set email alerts to notify us if it goes down at any time."

Success measured in both time and operating costs

Jonathan concludes, "The biggest thing is that Highlight just works. It was one API key and away we went. As a small team, we can't spend time trying to customise and reconfigure the network to make it work with a network monitor. We found that **Highlight was 94% quicker to setup versus the previous monitoring tools we have tried**.

"Highlight really comes into its own when I can look at the dashboard within any specified time and see exactly what happened in an outage window. We have found it has delivered an astounding **80% reduction in time to identify network issues**.

"Not only is Highlight **71% more cost effective than competing solutions**, it has improved our troubleshooting and helped us to ensure everything is working efficiently. Highlight gives us the information we need when we need it."