

From Reactive Networking to Proactive Network Operations

Client Profile

Industry: Multi-site Healthcare Services

Environment: 20+ locations | 400+ employees | Hybrid workforce | Business-critical applications

Technology Environment: Cisco networking, wireless, security, and cloud applications

The Business Goal

The organization was experiencing rapid growth across 20+ locations, with a workforce of more than 400 employees. As the business expanded, its network infrastructure and operations had not kept pace with the increasing demands of a distributed, hybrid workforce and business-critical healthcare applications.

IT teams were spending too much time **troubleshooting connectivity, responding to alerts, investigating performance issues, and manually managing network devices.**

The organization wanted to move from **reactive network support to proactive network management** while improving reliability, visibility, and user experience.

What They Wanted to Achieve

The client identified five key objectives:

- Improve network availability and reliability
- Reduce time spent troubleshooting recurring issues
- Gain centralized visibility across locations
- Proactively identify network performance problems
- Free internal IT teams to focus on strategic initiatives

The goal wasn't simply to maintain the network.

It was to make the network easier to operate, easier to understand, and more resilient.

The Networking Challenges

Limited Visibility

Network performance information was spread across multiple devices and management interfaces.

Reactive Troubleshooting

Issues were often discovered only after users reported them.

Manual Operations

Configuration checks, device monitoring, troubleshooting, and reporting required significant manual effort.

Performance Blind Spots

The IT team could see that an application was slow—but not always determine whether the problem was the LAN, WAN, Wi-Fi, DNS, Internet, or application path.

Growing Complexity

More locations, devices, applications, remote users, and cloud services were increasing the operational burden on a small IT team.

The OJASVI Solution

A Proactive Cisco Managed Services Model

OJASVI designed a managed networking approach focused on **visibility, automation, proactive monitoring, and continuous optimization.**

1. Network Discovery & Baseline

We established a baseline of:

- Network devices
- Connectivity
- Traffic patterns
- Wireless performance
- Utilization
- Availability
- Configuration health

This created a clear picture of the environment before optimization began.

2. Centralized Network Visibility

Cisco management and monitoring capabilities were brought together to provide a more centralized operational view.

3. Proactive Monitoring

Instead of waiting for users to report problems, the environment was monitored for:

Availability • Performance • Capacity • Configuration • Connectivity • Anomalies

4. Intelligent Troubleshooting

The managed services team correlated network events and performance information to help identify the likely source of problems faster.

5. Continuous Optimization

The environment was periodically reviewed for:

- Capacity constraints
- Configuration inconsistencies
- Aging infrastructure
- Wireless coverage issues
- Performance bottlenecks
- Underutilized resources

Technology & Tools

Depending on the customer's Cisco environment, the solution can incorporate:

Cisco Catalyst Center

Centralized network management, assurance, automation, and visibility.

Cisco Meraki Dashboard

Cloud-based management and monitoring for supported Meraki environments.

Cisco ThousandEyes

End-to-end visibility into network and application performance across users, networks, Internet paths, and cloud services.

Cisco Secure Access / Security Solutions

Security and access capabilities appropriate to the customer's architecture.

Cisco Networking & Wireless

Catalyst switching, wireless, routing, and related infrastructure.

OJASVI Managed Services

Monitoring, incident response, troubleshooting, reporting, optimization, and ongoing technical support.

What We Solved

The combination of technology and managed services helped address several operational problems.

Before

Detect → Investigate → Troubleshoot → Resolve

With Managed Services

Monitor → Detect → Analyze → Act → Optimize

That shift allowed the client's IT team to spend less time chasing network problems and more time working on initiatives that directly supported the organization.

The Time Savings

A representative environment of this size could involve dozens of recurring operational tasks every month:

- Manual device checks
- Performance investigation
- Configuration reviews
- Alert investigation
- Troubleshooting
- Reporting
- Incident documentation

- Vendor coordination

With centralized visibility, proactive monitoring, automation, and managed support, **OJASVI can help reduce significant manual operational effort.**

Illustrative Impact

30–50 hours/month

Potential IT time redirected from repetitive network operations and troubleshooting.

Faster issue identification

Better visibility reduces the time required to isolate the source of network problems.

Less reactive support

Problems can be identified before they become widespread user-impacting incidents.

More productive IT teams

Internal resources can focus on transformation, security, applications, and business initiatives.

Note: These figures are representative estimates for a case-study scenario, not claimed historical results from a specific OJASVI customer engagement.

Beyond Saving Time

The bigger opportunity isn't simply the number of hours saved.

It's what the organization can **do with those hours.**

Instead of spending another afternoon troubleshooting a connectivity issue, the IT team can work on:

Cloud modernization

Cybersecurity

Application improvements

Data & AI initiatives

Digital transformation

Business innovation

The network becomes an enabler—not an operational distraction.

The OJASVI Managed Services Advantage

We Don't Just Monitor Your Network. We Help You Get More From It.

OJASVI combines **Cisco technology, intelligent monitoring, engineering expertise, and ongoing managed services** to help organizations:

See what's happening

Understand why it's happening

Resolve issues faster

Prevent recurring problems

Optimize the environment

Plan for what's next

Business Outcome

From Network Management to Network Intelligence

The organization gained a more proactive approach to network operations, greater visibility across its environment, reduced dependence on manual troubleshooting, and more time for its IT team to focus on strategic priorities.

Better visibility. Faster response. Less operational effort. More potential.
