CASE STUDY

iDentyTech Solutions

Enhancing Security and Efficiency at iDentyTech Solutions

How Domotz Transformed Network Monitoring for a Intuitive Identity Management Leader

iDentyTech Solutions relies on Domotz to provide real-time notifications if any part of the network goes down, allowing their team to inform the customer of such an event, and even helping them navigate the cause of the issue.

About the client

iDentyTech Solutions is a leading provider of intuitive biometric access control products and solutions. Founded in 2010, IdentyTech provides its worldwide customers with best-in-class complete identity management solutions.

Their products are widely used across various sectors, including government, healthcare, and corporate environments. By integrating advanced biometric technologies with user-friendly interfaces, iDentyTech delivers secure and efficient access control systems that are trusted by clients worldwide.

The Challenge

As iDentyTech's client base grew, the complexity of managing and monitoring their biometric systems increased. They faced several challenges, including ensuring the reliability of their systems, promptly addressing technical issues, and safeguarding against potential security threats. The existing network infrastructure lacked the comprehensive monitoring capabilities needed to meet these demands, prompting the search for a more effective solution.

Before they started using Domotz, if a device went down or offline, competing products would notify them 3 minutes later. As a consequence, their technicians would have to travel to the site to unscrew the hardware from the wall to manually reboot it. If a device goes down and the device requires a reboot or troubleshooting, iDentyTech must reach out to our contractors and pay for additional labor expenses to have someone investigate the issue. Their clients depend on iDentyTech Solutions to be able to remotely troubleshoot any piece of our installed hardware at a moment's notice, and that's where Domotz comes in.
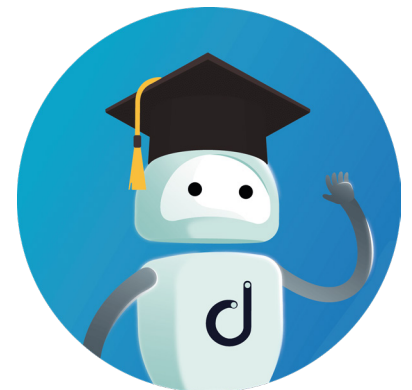
The Solution

With the power of Domotz, their field techs can handle all those issues remotely without ever having to visit the site. Whether the device needs a quick reboot or needs to check the viewing angle of a camera, Domotz improves its business by allowing its field techs to handle all those problems at the touch of a button.

Domotz allows them to quickly be alerted, often before the customer even notices, that a piece of hardware has gone down or offline. And because Domotz comes with a 5-star mobile application. Their field techs can be anywhere in the world and quickly respond right from their mobile device. With Domotz, 80% of support service calls are no longer needed. Domotz allows them to remote-diagnose and often fix the issue without ever needing to visit the site–saving iDentyTech travel and labor costs that would be involved with a site visit and contracted labor.

Implementation

Implementing the Domotz Solution

"IdentyTech Solutions first installed Domotz as a way to gain insight into the network infrastructure, as IdentyTech was hired after previous companies had installed the network without leaving any documentation as to how everything was connected. The network was failing, leaving our client frustrated and our company's devices going down on a frequent basis due to poor network infrastructure. A complete re-mapping was needed to find the source of the problem. The problem was – this site spanned 500,000 square feet – no simple task to find and account for every part of our network and figure out the way the various switches connected to each other.
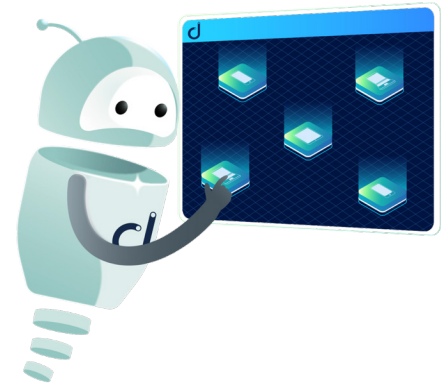
But thanks to Domotz, what could have easily spanned a two-week project using other conventional methods only took 1 day, causing minimal interruption to our client.
Using the Domotz mobile app, IdentyTech was able to unplug a switch and very quickly see which connected devices went down, allowing us to determine and trace the entire network in the course of 1 business day. Soon our network was mapped and the sources of the problem were quickly removed."

Ross L, Director of Support and Customer Relations

Results
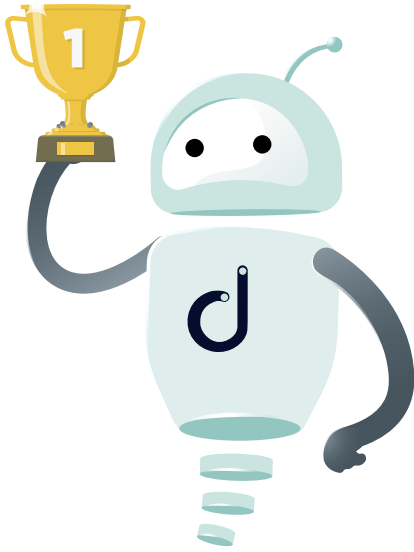
Results Achieved by the company:

- **Reduced Downtime**: Network downtime was substantially reduced, ensuring uninterrupted service for clients.

- **Improved Efficiency**: Remote access capabilities greatly reduced the need for on-site technical support.

- **Faster Issue Resolution**: C ustom alerts enabled quicker identification and resolution of network issues, substantially cutting down average resolution time.

- **Improved Customer Satisfaction**: The combination of reduced downtime, enhanced security, and faster issue resolution led to a noticeable increase in customer satisfaction.

Highlights of the Case Study

iDentyTech's collaboration with Domotz demonstrate the critical role of advanced network monitoring in maintaining the reliability and security of biometric access control systems. The tailored solution provided by Domotz not only addressed iDentyTech's immediate challenges but also positioned them for future growth. The successful implementation resulted in reduced downtime, enhanced security, improved operational efficiency, and faster issue resolution, showcasing the significant impact of effective network management solutions.