

Case Study:

Eide Bailly

Founded in 1917, Eide Bailly LLP is a regional certified public accounting (CPA) and business advisory firm. Rated one of the Top 25 CPA firms in the nation, Eide Bailly supports 243 partners and nearly 1,500 staff members, with 29 offices in thirteen states.



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– **Clifton H. Watts, Network Engineer**
Eide Bailly



Challenge

Prior to purchasing the Observer Platform, Eide Bailly experienced a lack of visibility, lack of performance analytics, and problems isolating root cause between network or applications.

Customer Choice: Observer

Eide Bailly chose the Observer Platform over competitors because of the “value, ease of use, and sales experience and customer care,” says Network Engineer, Clifton H. Watts..

“The interface is clean and it is easy to drill down to find needed information,” he says.

Use Case

Watts and his team use the Observer Platform for troubleshooting after an event or degradation in performance.

“Visibility is the key to resolving network issues,” says Watts. “Observer is easy to use and the expert analysis helps to quickly identify issues.”

Eide Bailly also uses Observer in the following ways:

- Locating sources of network performance degradation
- Troubleshooting user-experience issues
- Deployment of new applications and services

Results

Watts reports that the IT team experiences accelerated troubleshooting and improved visibility and awareness with the Observer Platform.

“The Observer Platform provides excellent manageability, useful expertise, and a robust feature set,” he says.

Observer helped the organization with faster troubleshooting by reducing mean time to resolution (MTTR) by 50-74 percent.

This case study of Eide Bailly LLP is based on December 2016, and April 2017 surveys of the Observer Platform customers by TechValidate, a 3rd-party research service.