



Client Success

Turning Challenges into Opportunities: A Hospitality Success Story with Our Advanced Monitoring Tool

THE CHALLENGE

The customer experienced excessively long logon times for users connecting from mobile devices and external branches, significantly impacting productivity. Uncertain of the root cause, they had to continue operating under these conditions. When Samana began collaborating with the customer, this issue was identified as a major concern regarding their VDI infrastructure.

SAMANA IN ACTION

Samana provided a comprehensive and first-class onboarding service, deploying their proprietary monitoring tool SAMM. Within days, SAMM identified authentication issues and performance bottlenecks in the customer's VDI environment. Samana's analysis of authentication logs and latency alerts enabled proposing an architectural improvement to resolve the problems. Samana's assessment earned the trust of the customer, who implemented Samana's recommended improvements, resolving the persistent performance challenges.

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RESULTS

- **Immediate Resolution to Longstanding Issues** - Logon times were reduced by over five minutes on the same day the customer implemented changes across all mobile and external branches, significantly boosting employee productivity.
- **Trust and Peace of Mind** - This rapid improvement earned Samana the customer's trust, leading to active participation in their technical discussions for infrastructure planning. As a result, SAMM became a vital element of their monitoring strategy.

ONGOING SUPPORT AND VALUE

By partnering with this customer within the first year of service, Samana delivered significant value. Our proprietary monitoring tool SAMM enabled them to proactively monitor their most critical infrastructure, empowering informed decisions to optimize performance across their environment.

CONCLUSION

Samana's comprehensive monitoring solution SAMM transformed the customer's approach from reactive to proactive. By leveraging SAMM's advanced capabilities, the customer enhanced their VDI environment, achieving optimal performance, security, and stability. This strategic partnership with Samana positioned them for long-term success in delivering exceptional service to their end-users.