



IP Fabric | Dr. Max Group

Dr. Max has full visibility of their multinational network estate thanks to IP Fabric



Dr. Max's Network Ecosystem

The Dr. Max group is responsible for a network spanning over 2500 pharmacies in 8 different countries, as well as headquarters and warehouse premises. With plans to continuously grow and an upcoming transition to SD-WAN, visibility and understanding of their network is key. This is where IP Fabric comes in.

Using IP Fabric's holistic discovery features, Dr. Max was not only able to make a complete, accurate inventory of their entire network and device lifecycles regardless of region, but they have also implemented IP Fabric to centrally validate and manage the state of their network.

What Dr. Max loves about IP Fabric

- Complete visibility of their entire network inventory
- Inventory data from different vendors is normalized for analysis
- Enables the central management of device configurations
- Visibility across their entire on-premises and Azure cloud network
- Rich, consistent, and trustworthy quality of data
- Integration with other tools via API
- Network state validation

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We are now feeling more confident about all of our future network plans as we continue to grow, including our transition to SD-WAN, thanks to the rich data IP Fabric provides us with, and the additional vendor support it provides.

Here's a deeper look into how some of these features have helped Dr. Max to not only baseline and discover their network, but to improve their operational processes, and introduce innovation into their network:

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We often say that IP Fabric is the next full-time member of our Network Engineering team, with the amount that it can do for us. With the volume of devices we have across all of our pharmacies, headquarters, and warehouses, there are a lot of things that need to be checked for configuration and lifecycle management. We were able to take a complete inventory of our network and establish lifecycles for every single device in a very short amount of time.

Dan Václavek
Network Team Leader

Baseline Unparalleled Network Visibility

Challenge

As Dr. Max continually expand and begin to shift to SD-WAN, they wanted to take a complete inventory of their devices used in their pharmacies, including model and serial numbers, to obtain a thorough overview of their device lifecycles.

Given the size of their network, this would constitute many, many hours of tedious, time-consuming manual effort to obtain a complete network inventory, which would then need to be drawn into static diagrams using Visio. These would then need to be manually updated whenever necessary.

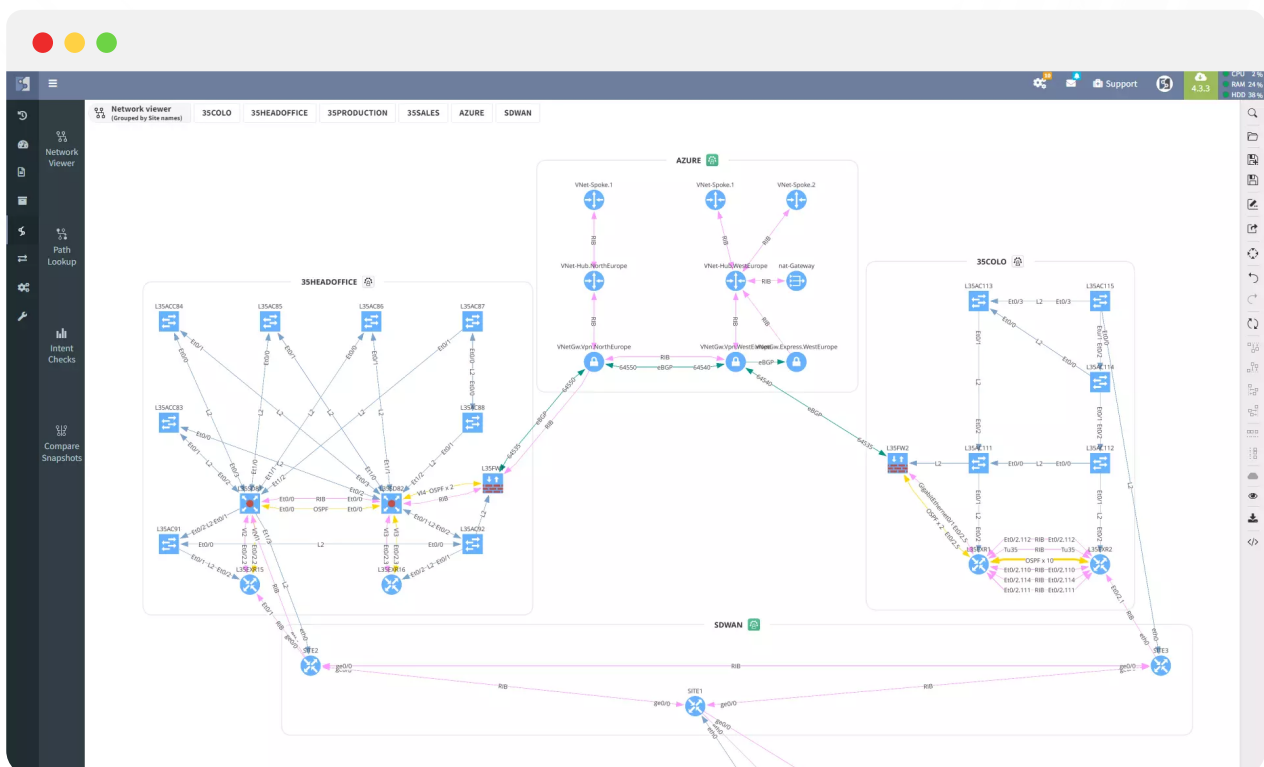
Our Solution

Dr. Max utilized IP Fabric's automated network discovery feature to obtain a complete overview of every device in their network.

This removed the need for manual discovery processes, and reduced their reliance on static documentation, whilst helping to streamline their planning process for the transition to SD-WAN. This also allowed them to collate the information in one global overview, which could be easily shared with teams who need it, when they need it.

Benefits

- Massive reduction in manual efforts and time spent
- A global overview of inventory
- More consistent quality of data
- Streamlined planning process using collected inventory



Operate Intent Verification On-Demand

Challenge

When the network engineers at Dr. Max wanted to verify their network intent, they had no way to centrally manage this verification, due to the multinational spread of their network.

Global configuration templates were used to ensure uniform configuration. They did not, however, have the capacity to check for errors or correct configuration usage.

Checking, for example, BGP, NTP and management protocols would often take days to be completed.

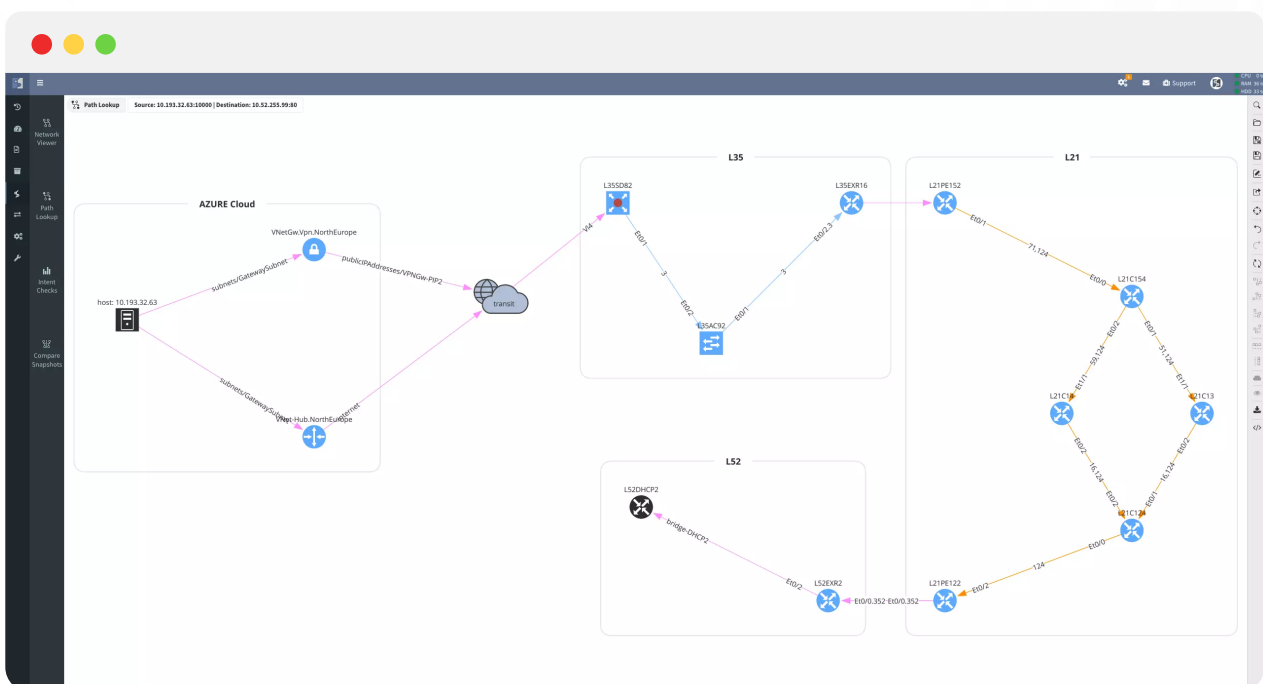
Our Solution

Using IP Fabric's intent verification rules, Dr. Max was able to verify their network to ensure the current state matches intent within minutes. Combined with IP Fabric's snapshot-based system, Dr. Max was also able to regularly verify configurations such as BGP and NTP when needed.

This allowed them to produce consistent, cohesive configuration templates for all their devices, regardless of location.

Benefits

- Accurate network intent verification checks
- A reduction in time spent verifying intent, from days to minutes
- Verification checks as and when needed
- Assurance that the network is operationally compliant at all times



Innovative Integration Capabilities

Challenge

Dr. Max uses ServiceNow as their main Configuration Management Database (CMDB) for managing digital lifecycles and achieving data-driven outcomes, as well as for raising tickets to address IT issues that arise.

When a network issue occurs, an engineer must raise a ticket and enter all the relevant information into a ticket, including device information, the source and destination of the affected end-to-end path, and the applications that may be affected by this, whilst ensuring this is comprehensive enough for effective troubleshooting.

Our Solution

Using IP Fabric's API, Dr. Max is planning to integrate the data collected by IP Fabric with ServiceNow's CMDB for two purposes:

To enrich their CMDB with increased visibility of their network environment and provide trusted, accurate data, and to ensure their problem tickets contain the relevant information to increase the efficiency of reporting and troubleshooting issues.

IP Fabric's trusted network information can help locate issues much quicker than usual, helping to reduce troubleshooting times significantly and ensure that incident creators and resolvers can more effectively communicate.

Benefits

- IP Fabric's API enriches ServiceNow tickets with trustworthy information on affected devices
- Simplifies communication and fosters understanding between incident creator and resolver
- Reduces time spent on repetitive tasks when reporting issues

Integrations used by the Dr. Max team



More integrations possible with IP Fabric





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