Sprinklr finds trusted partner when faced with remote network deployment on tight timeline

3

weeks Time from decision to roll out entirely new network to project completion

75%

The amount of time saved by having Nile deploy the network

1500

miles Distance between Sprinklr's NY-based IT Director and network deployment happening in Austin

The Challenge

Excitement was growing for the opening of a new Sprinklr office in Austin, TX, but issues outside of the company's control were causing delays. An executive decision was made to maintain the opening date, leaving Sprinklr IT a mere three weeks to deploy an entire network. Added to that tight timeline was the fact that Sprinklr's New York-based IT Director was unable to travel to Austin to coordinate and oversee the install.

- Remotely implement the deployment of a new site from out of state

- Provide high-performance connectivity and capacity by employee move-in date
- Turnaround time: 3 weeks

The Solution

Deploying a full-site network from another state encompassed everything from finding a trusted partner for a site survey to procuring, installing and capacity planning for future needs. And the network itself demanded decisions be made on what architecture to use and what types of access points and switches to plan for, while ensuring zero trust security. The only way to get this done remotely in the time allotted was to outsource the job to Nile.

- Nile Access Network now delivers ubiquitous voice and video conferencing to every corner of the building
- Install completed without a single Sprinklr IT person on site
- Nile Customer Portal gives Sprinklr IT immediate and accurate insight into problem applications

The Results

In three weeks, the AI-driven Nile Access Service was ready to support 250-plus users and a host of IoT devices. Nile beat the deadline and Sprinklr was ready to welcome employees to the new office with the connectivity and capacity required for them to hit the ground running on day one.

- Always-on, high-definition network backed by availability, capacity and coverage performance guarantees
- Reduced time spent troubleshooting allows IT to focus on crucial company initiatives
- OpEx pricing structure removed upfront hardware, software and licensing costs

Yesterday's solutions don't solve today's challenges

When the Sprinklr IT team found itself tasked with completing a job in three weeks that would normally take up to 12, without the benefit of Sprinklr IT boots on the ground, it turned to Nile.

“I was more than 1,500 miles away, trying to roll out an entire network in three weeks, there were so many things going through my mind,” recalls Sprinklr Global IT Director, Joe Foy. “Nile took care of every aspect of the network, from site survey to install and deployment.”

Not only did Nile bring the network up in record time, its performance-based guarantees always-on availability and complete end-to-end coverage and capacity.

“As the head of IT, what’s most important to me is making sure that the service is always up, there is coverage throughout the office and that we have the capacity not just for today’s needs, but to handle anything that comes up in the future,” Foy says. “Nile delivers exactly that.”

Nile value evident on day one

It’s a leap of faith to turn an entire network installation over to an outside vendor, but Foy had confidence in Nile from the beginning.

“It was clear the Nile team understood what we needed and knew what they were doing. I felt like I could trust them,” he says.

On the very first day in the new office, employees experienced application access issues - not the auspicious start Foy was anticipating. Of course, the network was immediately suspected as the problem. However, the Nile customer portal instantly pinpointed Facebook, a key application for a social media marketing company like Sprinklr, as the culprit. Several hours later, Facebook announced its outage.

“If we didn’t have the Nile portal when Facebook went down, I would have been spinning cycles all day trying to find the issue,” says Foy. “In fact, I would have probably ended up finding out when Facebook made the announcement. With Nile, I knew hours before.”

Strategically allocating resources

Foy’s IT team of just 14 people supports 3,500 employees at 25 sites worldwide, making strategic use of IT resources a top priority. Trusting the network duties to Nile professionals just makes sense, according to Sprinklr CIO, David Koenig.

“Nile is the expert at this, they have the tools to do it,” he says. “They also have local techs that can respond to issues immediately at a site instead of us flying in Sprinklr IT people.”

Koenig is also a fan of Nile’s innovative all-inclusive pay-per-user model. It brings a predictable consumption model to a previously dynamic IT cost structure.

The quick, no-hassle bring up of the Austin office and high-performance and reliability of the network has set the foundation for expanding to other Sprinklr locations.

> “Nile is solving resource scarcity problems by reducing the IT workload.”
>
> – David Koenig, CIO, Sprinklr

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> – Joe Foy, Global IT Director, Sprinklr