International Consumer Electronics Retailer

THE CUSTOMER - MULTI-CHANNEL CONSUMER ELECTRONICS RETAILER

A Fast-Paced Omnichannel Retailer Relies on Infoblox for Mission-Critical Network Operations.

With more than 1,000 stores and locations, billions of online and in-store customers, and annual revenues in the billions, this is the retail enterprise for the digital age. It has one of the largest and most successful customer loyalty programs, a 24-hour task force delivering technology support, and a recycling program that collects hundreds of pounds of electronics every minute the stores are open.

THE CHALLENGE

Outgrowing a Homegrown System of Mix and Match Servers

At one time, this major retailer used a homegrown system of Microsoft Active Directory running on 50 Microsoft and UNIX servers to manage DNS in a dynamic environment where quick response is required to keep the company's complex mixture of online, in-store, and mobile-response sales and customer service functioning at the levels its customers expect.

The Microsoft servers required twice-daily updates. The network administrator points out that Active Directory—and the DNS and DHCP utilities that come bundled with it—can't keep up with the number of objects and zone transfers and the need for a 24x7 refresh that his team has to manage. "I'm running 90 zone notifications and transfers per second," he says.

Fortunately, for this network pro, who has worked with Infoblox technology for various employers since 2006, the Active Directory team had already brought in Infoblox before he came on board. They had Grid technology and NIOS DDI for core network services, and it was integrated with Active Directory.

Customer: *Omnichannel Electronics Retailer*
Industry: *Retail*
Location: *North America*

OBJECTIVE:

- Replace homegrown system of disjointed servers
- Improve operational efficiency from daily product updates
- Ensure failover plan

RESULTS:

- Centralized management for global operations
- Simplified training for new and remote staff
- Single View of Network Data
- Reporting capabilities that demonstrate IT value
- ROI from time savings

PRODUCTS

- NIOS DDI
- Reporting and Analytics

THE SOLUTION

An Enterprise System Built for Complex, Global Operations

Currently, he manages three separate Infoblox Grids: one in the United States and two in Canada. There is a Reporting and Analytics appliance deployed on the U.S. Grid, which is also used as a test Grid. And one of the Canadian Grids functions as a secure Grid for Payment Card Industry (PCI)standards compliance.

THE RESULT

ROI in the Time Savings, Alone

The Grid technology, with its ability to be deployed in redundant configurations and its built-in features for high availability, is ideal for the kind of always-on, mission-critical network the company operates. "Failover is extremely important," says the network administrator. Ease of use, centralized management, and reporting are important, too. "The management platform is key," he says, "because I have between 60 and 80 users globally, and it gives us everything in one view. The Infoblox interface is easy for them to use for things like adding networks and DNS servers." He also has offshore users, and Infoblox helps him control what they can and cannot do.

"I'm not a believer in homegrown stuff," he concludes. "Infoblox is built to address my challenges. When I train new staff, they get enthused about the ease of use. The DNS Fingerprinting feature allows me to see things we have on the network that I wouldn't find otherwise. And I can run reports for upper management comparing Infoblox with the homegrown alternative to prove the ROI from the time savings."

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Infoblox unites networking and security to deliver unmatched performance and protection. Trusted by Fortune 100 companies and emerging innovators, we provide real-time visibility and control over who and what connects to your network, so your organization runs faster and stops threats earlier.

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