

10 Customer Use Cases for Komodo Eye

1. Configuration & Change Management

- **Customer Problem:** Needs to quickly set up 100 new routers, maintain backup policies, and ensure security compliance. Doing this manually takes weeks, and a single typo can break the network.
- **Komodo Eye** automatically pushes the setups to all 100 routers simultaneously in 30 minutes. Plus, it saves older versions of the configs, allowing technicians to undo mistakes with a single click.

2. Configuration & Change Management

- **Customer Problem:** Network environments mix IT and OT, creating blind spots between deep vendor tools and overall monitoring tools. Legacy tools purge data quickly, hiding slow-burning failures and "micro-flapping."
- **Komodo Eye** stores data for 5 years to predict failures, track micro-flapping, and use an air-gapped local AI. The Device Journal and Documentation features automatically log config changes, hardware lifecycles, and engineering notes inline, creating a living repository for rapid troubleshooting.

3. Advanced SLA & Performance Analytics

- **Customer Problem:** Users complain that the "network seems slow," but traditional monitoring tools say everything is green because the devices are technically powered on ("binary blind spot").
- **Komodo Eye** grades the network's health by analyzing existing traffic data without adding any extra strain on the system. Troubleshooting and repair times can be cut by up to 40%.

4. Semantic Log Management & Event Correlation

- **Customer Problem:** Looking for a rare software bug or a hidden security threat across a massive network is like trying to find a needle in a digital haystack of millions of daily activity logs.
- **Komodo Eye** instantly organizes and reads all network logs, using algorithms to automatically flag subtle, unusual behavior that technicians or standard filters miss.

5. Closed-Loop Automation & Self-Healing

- **Customer Problem:** VPN tunnels can freeze or get misrouted, forcing engineers to spend hours manually resetting them to restore service.
- **Komodo Eye** instantly spots connection freezes and auto-resets the connection in less than a second, fixing the issue before anyone notices.

6. Automated Asset & Inventory Synchronization

- **Customer Problem:** Keeping track of network equipment across multiple company databases (like ServiceNow) requires constant manual data entry. This "workflow" means inventory data is always outdated or inaccurate.
- **Komodo Eye** acts as a bridge to auto-sync live network data with business platforms in both directions, ensuring 100% accurate inventory.

7. Flow & Traffic Analysis (Bandwidth & QoS)

- **Customer Problem:** When the network is sluggish, the team needs to quickly identify which apps or users are hogging bandwidth to ensure critical business apps get priority access.
- **Komodo Eye** automatically tracks and groups network traffic by app to show who is using the data and get the bandwidth where it's needed.

8. Nokia MPLS & Optical Intelligence

- **Customer Problem:** Nokia hardware generates thousands of cryptic, hard-to-read error alarms, making it difficult to spot hidden network failures before they cause major outages.
- **Komodo Eye** turns confusing hardware codes into plain text, then automatically opens a support ticket with all relevant data attached so the team can fix the issue immediately.

9. PON Automation

- **Customer Problem:** Activating new fiber internet customers requires technicians to manually log in to multiple systems to configure the hardware, which takes hours per customer.
- **Komodo Eye** automates activation through software integrations, securely configuring the customer's equipment and the provider's network switches in minutes, not hours.

10. Predictive Power Care & Facilities Orchestration

- **Customer Problem:** When a remote facility has an issue (like a failing backup battery or an overheating AC unit), technicians are often dispatched blindly, without knowing exactly what's broken or which replacement parts to bring.
- **Komodo Eye** monitors the health of power & cooling systems and translates hardware alerts into specific instructions. Technicians roll out the door knowing exactly what the problem is and carrying the right parts, eliminating wasted trips.