U.S.-Based Retail Enterprise Gains End-to-End Network Visibility and Improves Uptime Across 2,000+ Locations

U.S. Retail Leader | Selector Cloud Deployment

Problem/Opportunity

A major retail enterprise operating thousands of stores across the United States faced significant challenges maintaining visibility and performance across its distributed network. The company's hybrid infrastructure spanned multiple data centers, cloud environments, and retail locations, with thousands of network devices from various vendors. This fragmented ecosystem created visibility gaps and made it difficult to track connectivity between sites, detect routing anomalies, and ensure uptime for in-store, online, and mobile customer experiences — key to its goal of seamless, unified retail operations.

Solution

The customer deployed the Selector AIOps Platform in the Selector Cloud to unify network monitoring, improve visibility, and streamline incident detection across its distributed retail environment. Selector enabled real-time pingmesh and topology visualization across data centers, stores, and cloud sites, providing comprehensive end-to-end insights into connectivity and performance. Key capabilities include:

- Bi-directional pingmesh to monitor reachability between core data centers, regional sites, and retail locations
- Detection of hop-count changes and asymmetric routing
- Visibility into BGP prefixes and latency trends
- AI-driven correlation and alerting to identify root causes faster
- Integrations with ServiceNow (ticketing) and Slack/Teams//Email for proactive notifications

Key Technologies Used

- AI/ML-Driven Correlation
- Data Normalization & Context Enrichment
- Root Cause Analysis

- Generative AI / Network LLM
- Selector Copilot (Natural-Language Interface)
- Integrations with: SNMP, Syslog, Kafka, NX-API, Netconf, ServiceNow, Slack, MS Teams

Outcomes

- ✓ **End-to-End Network Visibility:** Selector provides continuous insight into latency, reachability, and BGP stability across thousands of distributed locations.

- ✓ **Proactive Failure Detection:** Correlated event alerting enables early identification of routing and connectivity issues, minimizing store-level disruptions.

- ✓ **Operational Efficiency:** Centralized monitoring and automated pingmesh eliminate manual verification tasks across 2,000+ sites.

- ✓ **Accelerated Troubleshooting:** Instant visibility into prefix changes and path anomalies allows faster diagnosis and recovery, improving uptime across retail operations.

Results Snapshot

Metric	Impact
Stores & Sites	2,200+ retail and distribution locations
Data Centers	2 primary + multiple regional sites
Cloud Sites	10+ integrated regions
Visibility	Unified across multi-vendor infrastructure
Time to Initial Value	~1 year