



The Home Depot Builds Unified Customer Experience with Visibility from ExtraHop

Improved associate and customer experience through visibility of hundreds of applications

Demonstrated double-digit performance improvements resulting from infrastructure upgrade

Extended visibility to nearly 2,300 remote sites, including stores, distribution, fulfillment, and call centers

Executive Summary

Started in 1978, The Home Depot is the world’s largest home improvement retailer with more than 2,200 stores across the U.S., Canada, and Mexico. The Home Depot is on a mission to provide the best customer experience in retail, delivering a seamless experience no matter how the customer engages with The Home Depot – online, in stores, or otherwise. To support this effort, the Technology team at The Home Depot deployed analytics from ExtraHop to improve observability of their systems.

THE BEGINNING

Most people think of The Home Depot as a one-stop shop for power tools, gardening supplies, and appliances. For many people, it’s also the go-to store for that weekend project. But one overlooked key factor to The Home Depot’s success has been the blending its online and brick- and-mortar operations. They call this effort “One Home Depot” – a seamless customer experience across the digital and physical worlds.

For the Technology team at The Home Depot, visibility is a critical part of supporting the One Home Depot experience. In order to manage the complexity and scale of an operation this size, The Home Depot needed visibility across its entire infrastructure – from the datacenter to stores, distribution and fulfillment centers, and other remote sites. The Technology team was already using ExtraHop to monitor the performance of systems and applications in the datacenter. To further improve visibility, the team decided to extend ExtraHop to all remote sites as well.



Visibility at our remote locations provides insight that is critical to delivering a seamless and secure experience for a customers and associates. ExtraHop allows for a much deeper understanding and more accurate representation of what’s happening at every store.

**DAVID NARAYAN,
DISTINGUISHED ENGINEER**



THE TRANSFORMATION

The Technology team deployed ExtraHop at nearly 2,300 remote sites, including stores, distribution and fulfillment centers, call centers, and technology offices. With this rollout, the Technology team had the ability to collect telemetry at the retail edge – closest to the associate and customer – providing real-time insight into the performance of applications and infrastructure systems.

THE OUTCOMES

When stores would call in to ask about slow or non-performing applications, the datacenter-based tools provided an incomplete picture of the issue. With ExtraHop, the Technology team gained additional visibility into application performance from inside the store to the datacenter. They use this information to proactively troubleshoot and address issues.

ExtraHop also allows The Home Depot to perform real-time application and service monitoring by collecting standard metrics such as volume, availability, latency, and errors for every application. ExtraHop is used to aggregate the data from every store and identify key trends and perform chain-wide analytics.

With ExtraHop in every store, the Technology team could use performance metrics to show the value of a recent infrastructure upgrade. As the team migrated remote sites to a newer computing platform, they used ExtraHop to show double-digit improvements in application performance – in some cases response times improved over 40%.

As The Home Depot continues to build the One Home Depot experience, teams will continue to rely on ExtraHop for unparalleled visibility across their applications and infrastructure

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