

# Helping O'Reilly keep pace with rapid expansion

O'Reilly Auto Parts



**Employees:** 94,000+

**Revenue:** \$17 billion

**Business footprint:** Canada, United States, Mexico, Puerto Rico

**Industry:** Automotive



## Challenge

Supporting hundreds of firewalls in a multi-vendor environment while ensuring uninterrupted access to critical firewall health data.



## Solution

LiveAssurance proactively alerts firewall users to issues and provides remediation steps that IT operations teams can use to resolve before they cause significant damage.



## Results

- Outage prevention
- Faster resolution
- Maintain network performance
- Elevate IT from reactive to proactive
- Ensure efficiency through automation

## To fortify firewalls

O'Reilly Auto Parts is the dominant auto parts retailer in North America. The supplier specializes in providing top-flight parts at affordable prices to its customers and installers. It employs more than 94,000 employees across 6,300 physical locations, including Canada, where it acquired Montreal-based Groupe Del Vasto in 2024.

In addition to expanding its physical footprint, O'Reilly is widening its digital capabilities to better serve online-first shoppers. As these online and offline rollouts continue, O'Reilly recognizes the need to fortify its firewalls and digital infrastructure. Strengthening each allows O'Reilly to improve how it manages operations, ensures efficiency, and sets itself up to deal with future change and disruption.

To accomplish this, O'Reilly needed to ensure that its IT components work well and can stand up to the pressures that accompany rapid expansion.

## Choosing LiveAssurance for firewall safety

O'Reilly employs a 500-person IT department that oversees inventory, management, store launches, payroll, e-commerce, and security. Within that group are a five-person firewall team and a unit dedicated to information security. Behind all of this is software development intended to provide customers with new features and accelerate the company's IT sophistication.

All of these distinct parts work together to inform online retailers and in-store employees about information—such as how much of a product is available, where it is available, and anything else that might guarantee a positive customer experience and sophisticated IT structure.

As the first line of defense that protects that experience across every store, firewalls control the flow of information and can hinder or help how quickly transactions happen. O'Reilly wanted a safety net that protected its firewalls and proactively identified and alerted its IT staff members to upcoming issues or breakdowns that could affect processes, experience, and the bottom line during yearly launches. That is what brought O'Reilly to BlueCat in 2017.

## O'Reilly masters firewall automation with LiveAssurance

What LiveAssurance offered O'Reilly was a solution that gave the auto parts supplier the flexibility to automate its firewall processes. O'Reilly used LiveAssurance to tailor its firewall infrastructure to its liking.

Before embracing this, senior system administrator Nathan Ball said, O'Reilly often learned of problems after other members of its IT staff personally informed them.

But not anymore.

"The monitoring alone of LiveAssurance is phenomenal for us," Ball said.

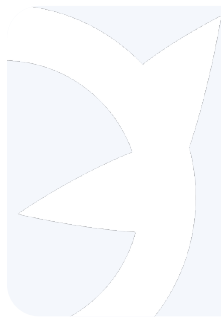
"We've got this really great firewall infrastructure that we're using, but we really had no insight into its day-to-day operations unless we paid somebody just to sit there and monitor the processes of these physical devices," Ball added.

## Beyond the firewall

LiveAssurance has enabled O'Reilly to shift its IT from reactive to proactive

As O'Reilly expands its physical and e-commerce footprint, it plans to use LiveAssurance as a resource to streamline its approach to IT and security. LiveAssurance helps IT teams be more agile and automates firewall maintenance so teams can respond to management needs, such as considering new security vendors or onboarding new employees.

BlueCat's offerings provide O'Reilly with unprecedented visibility into the state of its infrastructure while highlighting action steps needed to continue efficiency.



***At the first warning of a potential problem or error, LiveAssurance will trigger a process to correct that problematic event automatically."***

- Nathan Ball, senior systems administrator

"Our goal is to start using LiveAssurance to trigger something else that restarts a service—or as a repository and trigger point for the script that restarts that process," Ball said. "Ultimately, those actions could include disk space alerts, scripts that automatically clean out some of the temp files, and template locations. At the first warning of a potential problem or error, LiveAssurance will trigger a process to correct that problematic event automatically."

## Top-notch support

Ball said he has been impressed by BlueCat's proactive support. In particular, he mentioned occasions when LiveAssurance's staff called O'Reilly to inform them of problems that otherwise could have gone undetected until much later.

"BlueCat takes care of us in regards to support and our needs, and when LiveAssurance doesn't beat us to an issue, they are very quick to respond," he said. "We love LiveAssurance!"



### Headquarters

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BlueCat's Intelligent Network Operations (NetOps) solutions provide the analytics and intelligence needed to enable, optimize, and secure the network to achieve business goals. With an Intelligent NetOps suite, organizations can more easily change and modernize the network as business requirements demand.

### Next steps

Discover how LiveAssurance can prevent issues with your firewall infrastructure.

[Request a demo](#)

