

— CUSTOMER STORY

Unauthorised network changes now get reverted before the next shift.

The change nobody logged

On an operational network for a utility, an undocumented config change isn't an annoyance — it's a risk. The team knew their golden baseline. They just couldn't check every device against it every day.

The situation — A baseline nobody could enforce

The utility ran a mixed Cisco and Juniper estate across substations and control centres:

- Drift from the golden baseline was found during quarterly audits, weeks after it happened.
- Comparing running configs by hand took an engineer most of a day per region.
- Some drift was legitimate emergency work that never got written up.
- Regulators wanted evidence that unauthorised change was detected and handled.

The move — Daily drift checks, with rollback behind approval

The team ran the prebuilt Config Drift Rollback workflow daily across both vendors. It diffs every running config against the golden baseline, reverts clear unauthorised changes, and routes anything ambiguous to the network lead.

"Most drift was someone fixing something at 3am and forgetting to tell us. Now we find it the next morning, not the next audit."

— NETWORK OPERATIONS MANAGER

— DEPLOYMENT SNAPSHOT

SECTOR

Electricity distribution

ESTATE

Cisco and Juniper, substations and control

START POINT

Prebuilt Config Drift Rollback

TYPE

Workflow

TRIGGER

Daily schedule

APPROVAL

Required on control-centre devices

OUTPUT

Diff report attached to each ticket

INTEGRATIONS

Cisco, Juniper, ServiceNow, Teams

— BUILT ON

3

AUTOMATION
TYPES

10

BLOCK FAMILIES

1-click

RUN ON ANY
SITE

- **Fork, don't start blank.** Most of the work already exists in the library — change what is different.
- **Pick the right machinery.** Fixed steps, reasoning inside rails, or a standing agent — matched to the job.

— HOW IT WAS BUILT

Run

Pointed the prebuilt workflow at one region first, report-only.

Baseline

Loaded the golden configs the team already maintained per device role.

Gate

Rollback on control-centre devices always goes to the network lead.

Widen

Extended to every region once a month of reports matched expectations.

— WHAT CHANGED

BEFORE WORKFLOW DESIGNER

- Drift found at quarterly audit
- A day of manual diffing per region
- Emergency changes lost to memory
- Audit evidence assembled by hand
- Two vendors, two sets of scripts

WITH WORKFLOW DESIGNER

- Drift found the next morning
- Every device diffed daily, automatically
- Legitimate changes captured and written up
- A diff report attached to every ticket
- One workflow across both vendors

— WHERE THE CHANGE CAME FROM

Report-only came first

Running it without rollback for a month built confidence in what it would change.

Cross-vendor from one definition

The same workflow handled Cisco and Juniper; the site decided which.

Tickets became the evidence

Every diff and decision landed where regulators already looked.

— WHY THIS MATTERS IN ENERGY & UTILITIES

Deterministic workflow

Config diff & rollback

Approval flow control

Schedule trigger

Cross-platform (Cisco, Juniper)

Ticket outputs

Prebuilt library

Success-rate tracking

— BOTTOM LINE

Workflow Designer moved a utility from finding config drift at the quarterly audit to reverting it before the next shift.

3AUTOMATION TYPES**10**BLOCK FAMILIES**1-click**RUN ON ANY SITE

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**Stop rewriting the same
runbook.**

Fork a prebuilt automation, point it at your site,
and run it today.

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RUN

1-click, any site

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