

Case Study

Complete Visibility & Insight Across the Organization

Organization: US-based wholesale lender with more than 200 sites.

The Problem

The IT Department of a financial institution had an excellent IT team that had been using Wireshark and popular, low-cost network monitoring software to manage their network successfully. However, they had gaps in their data and visibility. The team had begun seeing issues at the site-level where they needed additional insight to isolate the problem, as they couldn't work out what was causing network slowdowns, outages and poor user experiences.

Requirements:

They started looking for a scalable, enterprise-grade network performance management suite that would solve their problems and that used both packet data and flow data for improved visibility. They also wanted to get a better understanding of end-user experience and reduce their annual service fees. New SD-WAN functionality was being added and the IT team needed to ensure that the chosen platform would provide the visibility needed.

As the assessment was beginning, shelter-in-place restrictions came into place for the COVID-19 outbreak, so the VIAVI team needed to adopt a different, online approach to the evaluation process.

Business Goals

The financial institution had some key business goals for the project:

- Decrease time it takes to identify connectivity issues from sites to the data center
- Increase visibility into end-user experience issues and do it proactively
- Minimize the time it takes to detect traffic anomalies across multisite operation



Solution

The organization was already evaluating a number of solutions, but VIAVI Observer Platform was introduced late-in-the-day through a 30-day free software trial which led to an online POC process. The champion at the customer was adamant about having a monitoring environment that integrated packets AND flow. This is an area that VIAVI is passionate about – and the most accurate way to get the whole picture of what is connected and who's communicating across a network. We were able to demonstrate the value of the integrated packets and flow approach throughout the evaluation process.

VIAVI Observer Platform was selected as the winning solution. It was comprised of GigaStor packet capture, GigaFlow enriched flow capture and Apex intelligence and analytics software. The customer told us that ease-of-use was a prime consideration for selecting VIAVI, together with the impressive site isolation and machine-learning driven end-user experience scoring capabilities.



Results

Deployment is currently underway despite the remote working restrictions, with the customer having set KPIs and an aggressive 1 year ROI goal for the solution. The VIAVI team is confident that we'll not just meet but exceed the customer's return on investment goal.



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