

Case Study

Automation and role-based workflows for solving Network and Security issues faster

Organization: Fortune 500 multinational financial services company based in North America.

The Problem

The organization already had a network performance monitoring solution from another vendor, but the product was end-of-life and they had never fully deployed it. They wanted to re-evaluate their needs and compare the leading vendors in the market to see how they could meet their needs.

Requirements:

The business needed a highly scalable, robust, network performance and cybersecurity monitoring suite that was easy-to-use and didn't require senior engineer engagement. The organization had a diverse mix of experience levels, that the solution had to support.

Business Goals

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

- Reduce manpower required to identify the source of the issue
- Support multiple layers of expertise and distribute issues to the right team based on accurate root cause
- The ability to share data across teams, particularly with security



Solution

The organization was already evaluating several solutions, but having seen that VIAVI was a leader in the Gartner Magic Quadrant for six years straight, we were invited to submit Observer Platform to take part in a proof of concept to prove the scalability of the solution, and suitably meet the institution's needs.

The CTO was adamant about having a monitoring environment that integrated both network performance and security monitoring and that could support the need for deep and complete forensic investigations. They also wanted a solution that worked now, not one based on futures or vaporware.

They really tested the end-user experience (EUE) scoring and it performed well, giving at-a-glance indications of whether the problem was with the network, server, client or application, and enabling workflows to route issues to the correct team. They also evaluated the forensic data that backed up the scoring algorithms and were more than satisfied by the correlation of underlying data to the EUE score.

Evaluation of the cybersecurity and threat hunting aspects with the security team, showed the solution minimized 'false positives' that triggered teams to fruitlessly investigate issues that were not real. They were also impressed that the data was complete and unedited.

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 the EUE functionality, issue routing capabilities and deep forensic data were the main considerations for selecting VIAVI. They appreciated that we had people engaged from across the VIAVI Enterprise & Cloud business unit, from engineering and, sales engineering as well as at the executive level, showing our strong internal collaboration and willingness to go the extra mile for our customers. They also liked that we had strong relationships with other ecosystem vendors and that we were able to facilitate discussions and exchanges between them and the institution.

Results

The solution was installed just prior to the pandemic and has been proven invaluable for helping to resolve remote working and VPN issues before they impacted business. VPN performance reporting that was implemented due to the pandemic is being viewed daily by C-Level and senior management. We're waiting to see by how much we can exceed their return on investment goals.



Contact Us **+1 844 GO VIAVI**
(+1 844 468 4284)

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visit [viavisolutions.com/contact](https://www.viavisolutions.com/contact)

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