

Large U.S. Financial Institution Gains Deep Observability in the Cloud



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JOHN

Network Engineer, Large U.S. Financial Institution

CHALLENGES

- + Gain 100 percent visibility into private cloud environment for monitoring voice infrastructure
- + Reduce cost of on-premises servers
- + Boost resiliency

SOLUTION

- + GigaVUE Cloud Suite
- + GigaVUE V Series
- + Virtual G-vTAPs

CUSTOMER BENEFITS

- + Enable deep observability into private cloud environments
- + Easily fix security vulnerabilities
- + Save time and money
- + Increase agility

ABOUT THE CUSTOMER

In business for nearly a century, this large American financial institution has a strong brand presence and offers a wide array of products for multiple markets, including financial services, such as online banking, personal loans, and online car shopping services. The organization has about 55,000 people across the U.S.

John, one of the organization's network engineers, who has served in a technical capacity for more than 20 years, works within an IT network team of about 40 people. He is the subject matter expert for network analysis and network monitoring within his group, a role that he has held for the last five years. His focus is on network analysis tools, such as Gigamon, which he has been using for 15 years.

BUSINESS CHALLENGE

The organization is in the process of moving to the cloud for a number of reasons. Scalability is at the top of that list. It also is looking to reduce the cost of having physical servers onsite, as well as minimizing the time normally spent on building out servers.

Another key motivation for moving to the cloud is to improve resiliency. With workloads and data in the cloud, the organization will no longer need to worry about a data center going down and affecting business continuity and operations.

The organization is currently using a number of public and private cloud environments — VMware, Amazon Web Services (AWS), Microsoft Azure, and OpenStack — but it lacked visibility into these platforms as they have their own native tools and visibility. This made troubleshooting difficult. When users experienced slow response times accessing their applications, pinpointing problems was a big challenge for the network team.

John also noted the need for better data protection, and the ability to see server-to-server traffic and traffic between ephemeral compute. “We had visibility problems because we didn’t have an easy way of getting continuous network traces of virtual servers,” he explained. “When either our customers or our various application teams had slow response issues, we had a hard time finding the root cause.

We could see packets leaving our core network and then coming back in, but we didn’t know what happened in between.”

RESOLUTION

“The GigaVUE® V Series allows us to see East-West traffic — not just traffic coming in and out of the organization. Now we see traffic within the organization,” John observed. With virtual and cloud servers, he said, this team did not have that level of deep insight into server-to-server traffic, but with the virtual TAP, they have gained deep observability for troubleshooting server to server traffic.

“You can see more than what you can by just looking at the edges. With Gigamon you can dig down deeper,” he pointed out. “The product helps us to see things that we normally wouldn’t see.”

John implemented the latest Gigamon solutions and views them as tools to help his organization continue with a safer migration to the cloud. While upgrading the VMware vSphere private cloud environment from 6.7 to 7.0, he replaced GigaVUE Virtual Machine (VM) with the GigaVUE V Series. He now has the visibility to see what’s slowing things down when issues arise. It also helps the team move toward an agile workflow.

BENEFIT

John says his overall experience with Gigamon has been great. “Gigamon listens to what our needs are, and they act on our input. They listen to what we want and then usually those changes are made. We’re able to see our new features and suggestions worked on.”

He has especially appreciated the personal attention from the Gigamon team. “There’s a lot of back and forth between our account manager and our security team to ensure the best possible security.”

John also commented on the responsiveness of the sales team. “The sales team is responsive to any problems that we have. They have always helped us with any upgrades we need. They’re always there to help us. Support has been great.”

ABOUT GIGAMON

Gigamon offers a deep observability pipeline that harnesses actionable network-level intelligence to amplify the power of observability tools. This powerful combination enables IT organizations to assure security and compliance governance, speed root-cause analysis of performance bottlenecks, and lower operational overhead associated with managing hybrid and multi-cloud IT infrastructures. The result: modern enterprises realize the full transformational promise of the cloud. Gigamon serves more than 4,000 customers worldwide, including over 80 percent of Fortune 100 enterprises, nine of the 10 largest mobile network providers, and hundreds of governments and educational organizations worldwide. To learn more, please visit gigamon.com.

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