

CASE STUDY

Large Financial Services Company

Replaces SevOne with DX NetOps, Gains 8-times Increase in Visibility, Boosts Operational Efficiency

Large Financial Services Company

CLIENT PROFILE

Industry: Financial Services

Employees: 86,000

CHALLENGES

- Contending with complex customizations required to adapt monitoring tool to evolving environments.
- Confronting limited integration options.
- Encountering poor visibility, which made troubleshooting slow, labor-intensive, and costly.

SOLUTION

- With DX NetOps, the financial services organization has been able to establish high-scale network monitoring.

BENEFITS

- Achieved an eight-times increase in monitoring scale.
- Gained enhanced visibility into SD-WAN technologies.
- Optimized collaboration across multiple teams.

Background

One of the most prestigious banking brands in North America, this firm had built up a large national presence, and a large, highly distributed infrastructure. To serve its customers and employees, it was critical to ensure networks delivered optimized availability and performance, and that teams could respond quickly and effectively if any issues arose.

Challenges

To manage performance, the network operations team had implemented the SevOne Network Data Platform. However, since implementing the solution, the team was confronted by a number of obstacles:

- **High maintenance and complexity.** In order to align the tool with their environment and requirements, the team needed to do a lot of time-intensive customizations. Further, they needed help from customer support just to do ongoing upgrades. SevOne also had a complex, element-based pricing structure that further added to the team's ongoing frustrations.
- **Limited integration and monitoring support.** The solution lacked support for SNMP, which limited the team's flexibility and visibility into network performance. In addition, it was difficult to share the data collected with other systems, including their platforms for reporting, collaboration, and agile operations.
- **Poor visibility.** Across the organization, network operations teams lacked a single source of truth for all their network monitoring intelligence, which meant teams from different domains had to rely on their own tools. As a result, troubleshooting was slow, labor-intensive, and costly. Executives weren't able to get the high-level dashboards they needed, which meant staff spent a significant amount of time providing reports, chasing down status updates, and so on.

As their environment continued to grow in scope and complexity, the team needed to implement even more tools, which further reduced the team's operational efficiency and left them struggling with lengthy remediation efforts.

Customer Environment

- 17,000 devices monitored
- 260,000 interfaces monitored
- 660,000 polled items
- 2,000 SD-WAN sites
- 23,000 SD-WAN tunnels

Customer Environment

The financial services firm’s operations team manages a large, complex global network. Following is the scope of the environment that needed to be supported:

- 17,000 devices monitored
- 260,000 interfaces monitored
- 660,000 polled items
- 2,000 SD-WAN sites
- 23,000 SD-WAN tunnels

Solution

By migrating off of SevOne and moving to DX NetOps, the financial services organization has been able to establish high-scale network monitoring. With DX NetOps, the team can more effectively ensure the availability of their entire infrastructure and their customer services.

Following are just a few of the advantages DX NetOps provides:

- **Simplicity.** The solution is far simpler to upgrade and maintain. Instead of constantly relying on SevOne’s support staff, the team can independently and efficiently handle any upgrades with DX NetOps. Further, the solution offers a much simpler pricing structure, further improving operational efficiency and reducing costs.
- **Comprehensive environment coverage.** DX NetOps offers support for multiple vendors, technologies, and protocols, and for a range of software-defined technologies, such as SD-WAN. In addition, DX NetOps has a 30-year legacy of delivering industry-leading SNMP support. Through this broad infrastructure support, the network operations team has been able to quickly and efficiently expand its coverage and visibility into performance, faults, and flows across old and new network architectures. In the process, the customer has boosted its coverage, while dramatically reducing the number of tools needed to monitor its diverse environment.
- **Flexible integration.** DX NetOps offers open APIs that enable flexible integration with third-party platforms, offering speedy extraction and ingestion from third-party software or custom systems. As result, the solution fosters the cross-team collaboration that powers improved operations.

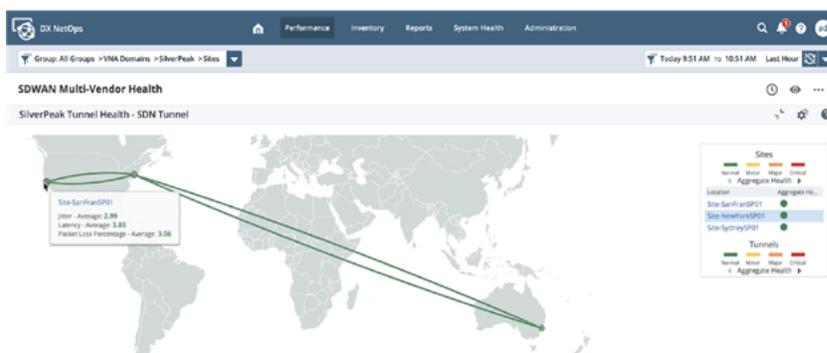


Figure A: DX NetOps offers multi-vendor geographic maps that provide fast, intuitive visibility into the health of SD-WAN sites and technologies.

“With DX NetOps, the team has been able to realize dramatic improvements in monitoring visibility and operational efficiencies.”



- **Powerful visibility and dashboards.** DX NetOps offers scalable, actionable operations dashboards that enable teams to move from alarms to triaging with a single mouse click. In addition, the solution features business service-level analytics and dashboards that equip executives with at-a-glance insights into risk, availability, and customer experience.

Benefits

With DX NetOps, the team has been able to realize dramatic improvements in monitoring visibility and operational efficiencies. They can easily move from raw events to actionable alarms, so they can speed mean time to resolution (MTTR). With these capabilities, the team has been able to reduce operational costs associated with managing network infrastructure, while speeding troubleshooting. Further, the Broadcom network monitoring solution has enabled the team to realize these additional benefits:

- Increased network monitoring scale and visibility by eight times, going from supporting 30,000 to 260,000 interfaces.
- Improved visibility for the executive team into the performance of newly deployed SD-WAN technologies that serve critical lines of business.
- Enhanced operational agility through the easy export of large amounts of data via OpenAPI.
- Improved alarm enrichment using OpenAPI, offering enhanced insights that enable teams to quickly pinpoint the root cause of issues.
- Optimized collaboration across multiple teams, through alarm integration with WebEx team channels.

Additionally, this financial services company expects to implement AIOps from Broadcom. Through this implementation, leaders anticipate these benefits:

- AI-driven alarm noise reduction for faster troubleshooting and triage.
- Integration with all data sources, enabling easy access to relevant data for improved decision making.
- Improved visibility across applications, infrastructure, networks, and the customer experience.
- Enhanced, service-centric views of the customer experience, so teams can better understand the impact of infrastructure performance.
- Increased agility across multiple teams, enabling the continued innovation that helps enhance customer satisfaction.

For more product information, please visit broadcom.com/netops.

About Broadcom Software

Broadcom Software is a world leader in business-critical software that modernizes, optimizes, and protects the world's most complex hybrid environments. With its engineering-centered culture, Broadcom Software has an extensive portfolio of industry-leading infrastructure and security software, including AIOps, Cybersecurity, Value Stream Management, DevOps, Mainframe, and Payment Security. Our software portfolio enables scalability, agility, and security for the largest global companies in the world.

For more information, visit our website at: software.broadcom.com