



**Monitoring Critical Infrastructure in the Southern Hemisphere's Largest Telco**

# The Customer

## The southern hemisphere's largest Telco

- More than 3,000 employees in 23 countries
- Annual revenues circa US\$20b
- > 16 million customers
- Residential and business customers
  - Mobile, broadband, landline services
  - Enterprise IT/Cloud services
  - Managed networks, Unified communications
- Subsea cable operator

# EndaceProbe Network Recorders

## 100% accurate recording, 10Mbps to 100Gbps

- Open platform
  - API for streamlined workflow with partner apps
  - AFV Hosting of virtualized analytics applications
- Days to months of network history storage

## Flexible and scalable fabric

- Centralized recall and investigation
- Centralized management, ultra-scalability

## Built-in investigation tools

- EndaceVision™ and EndacePackets™



# Use Case 1: Protecting Critical VDI infrastructure

## Extensive Citrix Virtual Desktop Infrastructure (VDI)

- Supports both staff and partners
- Provides access to critical business applications such as ERP
- Supports all sales within the business and from partners

## Critical to the business to ensure reliability and security

- Without reliable access to these critical business functions, business stops
- Data is sensitive and must be protected



# Use Case 1: Protecting Critical VDI infrastructure

## Customer deployed four EndaceProbe Network Recorders

- Monitors traffic to and from Citrix infrastructure
- Used by both NetOps and SecOps teams for investigating performance and security issues
- Provides 7 to 30 days of packet history

## Dynatrace DC RUM™ used for monitoring application performance

- Deep understanding of Citrix – provides detailed performance information
- Integrated with network history on EndaceProbes for fast investigation and remediation

## Single, shared source of Network History

- Used by security and operations teams

## Use Case 2: Monitoring Remote Partners

### Customer provides multiple remote services to multiple partners

- Remote access to key applications that enable partner sales
- Downtime or application performance problems mean lost revenue
- Strong SLA's in place to ensure service reliability

### SLA compliance critical

- Problems must be identified and resolved quickly to meet SLA obligations
- Evidence of root cause and responsibility important for reporting to partners on SLA compliance

## Use Case 2: Monitoring Remote Partners

### Customer deployed EndaceProbe Network Recorders

- One on each end of remote links
- Dynatrace vAMDs deployed in Application Dock™ on EndaceProbes

### Joint solution provides definitive evidence

- For identifying and investigating issues and reporting on SLA compliance

### Security teams can also access recorded history

- To examine traffic from remote partners on-demand to check for security threats

# Use Case 3: Voice and Application QoS Monitoring

## Customer's exec team is heavy user of voice and data services

- Extensive use of teleconferencing services
- Heavy use of key enterprise applications

## Historical issues with performance

- Application performance problems
- Choppy voice performance affecting teleconferencing



# Use Case 3: Voice and Application QoS Monitoring

## Trial proof-of-concept underway

- EndaceProbe installed at the office where the exec team is located

## Using Dynatrace DC RUM to monitor key services

- Voice performance quality
- Performance of key enterprise applications

## DC RUM and EndaceProbes have enabled support teams to

- Be proactive in responding to issues
- Access network history to troubleshoot and resolve some long-term issues

