Case Study

Gamma Tracks Down Network Problems — and Helps Customers Help Themselves

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GORDON BALLANTYNE
Head of Core Networks at Gamma Telecom

Challenges

- Secure Mobile Access for end users
- Improve Mean Time To Resolution (MTTR)
- Network Monitoring

Solution

Gigamon Deep Observability Pipeline

Customer Benefits

- Fast, secure and troublefree mobile access for end customers
- Self-service troubleshooting capabilities to wholesale partners
- Gather comprehensive network traffic information to rapidly diagnose errors and facilitate more effective collaboration with interconnect partners

The Challenge: Tracking Faults in a Vast Network

If you're a VoIP or media server user and there's a problem on the network, you want to know as much about it as possible. For British network service provider Gamma Telecom, offering that information to customers is absolutely essential. But hunting through call detail records prolongs mean time to resolution (MTTR) and leaves customers in the lurch — especially partners of Gamma's wholesale business, who have their own customers they need to keep happy.

Sometimes, to resolve network issues, Gamma needs to work with British Telecom and other interconnect partners. But to quickly diagnose a problem, those other companies require as much information as possible about what's gone wrong.

Tracing Problems Where They Lurk

"If we were unable to collect the media and signaling traces, then I don't know what we'd do," says Gordon Ballantyne, Head of Core Networks at Gamma Telecom. To ensure that all those traces are captured, Gamma has extensively deployed Gigamon solutions throughout its network.

"All the voice traffic on the Gamma network will go through at least one Gigamon node," he says. "If a customer says they've got poor quality, then our help desk starts a trace, capturing the SIP signaling and media for that call."

For wholesale partners, Gamma provides the resources that help the partners help themselves. "Our channel partners can go into the Gamma portal and pull SIP traces for calls that had faults and solve them themselves, thanks to Gigamon," says Ballantyne.

This sort of network information is crucial for relationships with interconnect partners as well. "If we have a fault, we send a SIP trace and a few days of follow-up data to British Telecom — they expect that information as part of any evidence around the problem, and we need Gigamon to capture that data," says Ballantyne.

How Gamma Deploys Gigamon Solutions

As noted, Gigamon is omnipresent on Gamma's networks, to capture as much network traffic data as possible. "Generally every session border controller and every Softswitch has at least one Gigamon node," Ballantyne says. "Many of the media server applications have got optical nodes, so as media passes through the network, it will probably pass through three or four of those Gigamon nodes."

While Gamma has used Gigamon solutions for some time, along with other vendors, their decision to go all-in with Gigamon happened when they upgraded their network. "When we moved onto a 10Gbps layer from a 1Gbps layer on the optical side, we realized that what we were using to monitor wasn't good enough," says Ballantyne. "The quality of the Gigamon solution is high," he adds. "We've probably bought at least £1 million worth of Gigamon equipment, to-date, and haven't had hardware failures on any of it."

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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