

Case Study

In Challenging Times Hawaii Pacific Health Maximizes Visibility and Performance



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ALAN YAMASHIRO

IT Project Manager, Hawaii Pacific Health

Challenges

- Reliable access to data
- Network traffic aggregation
- Reliance on SPAN ports

Solution

- Gigamon Deep Observability Pipeline
- GigaVUE-FM fabric manager
- GigaSMART®
- Gigamon SSL/TLS Decryption

Customer Benefits

- Reduced reliance on SPAN ports to feed monitoring tools
- Maximized network visibility and performance monitoring
- Accelerated threat prevention, detection, and response time
- Decreased tool sprawl, reduced costs, and optimized tool efficacy

Tough Times Call For Get-Tough Solutions

Anyone in the healthcare industry will tell you, COVID-19 is no walk in the park. In fact, it's probably the greatest challenge many organizations have ever faced. With increasingly connected medical devices, video patient appointments and a flood of healthcare administrators and staff suddenly heading home en masse, laptops in tow, healthcare IT needed some critical care of its own.

Fortunately for Hawaii Pacific Health, "Gigamon was able to help us maximize network visibility, security and performance during the current COVID-19 situation," said IT Project Manager, Alan Yamashiro.

And the benefits kept coming. In addition to security and performance improvements, the organization curtailed tool sprawl, which helped reduce costs and ultimately improved the tools' efficiency and effectiveness. In short: Gigamon kept the business running smoothly in the face of massive disruption.

The Sticking Point of Span

According to Yamashiro, one of the most significant improvements Hawaii Pacific Health experienced using Gigamon was that it "no longer needed to rely on the creation of SPAN ports to feed monitoring tools."

While SPAN ports may work just fine for ad hoc monitoring of low data volumes, this clearly did not describe Hawaii Pacific Health — especially during the global shift to remote work. And SPAN ports are prone to dropping packets, in part because they use a single port to aggregate multiple links, potentially oversubscribing it. For any large organization, this a risk they just can't afford.

Gigamon network TAP technology is rolled into the Gigamon Deep Observability Pipeline, giving Hawaii Pacific Health pervasive visibility and access to 100 percent of network traffic on each tapped link. Alan goes on to state that his team was "able to collect traffic at a single source for multiple tools."

Seeing Clearly

Regardless of industry, for anyone in IT it's a pretty simple proposition: You can't defend against what you can't see. So it makes sense that a top reason Hawaii Pacific Health invested in Gigamon was its need for the "most complete visibility solution" available.

With the Gigamon Deep Observability Pipeline, Hawaii Pacific Health got what it asked for: full-fidelity data to security and monitoring tools and vastly improved tool efficacy and efficiency. Moreover, "protection from blind spots including within encrypted traffic" was another priority knocked off the organization's list using Gigamon.

Gigamon SSL/TLS Decryption arms IT teams with complete visibility into SSL/TLS traffic, so they can monitor performance, analyze usage patterns and secure the infrastructure, crushing any bad actors lurking in encrypted shadows.

Smooth Operations, Tangible ROI

The purpose of any tool is to improve processes and make any system run smoothly. In essence, to make your life easier. And a logical result of a smoothly operating organization is improved cost savings. Hawaii Pacific Health was no exception in experiencing tangible ROI by using Gigamon solutions.

In fact, according to Alan Yamashiro, Hawaii Pacific Health saw "enhanced staff efficiency by reducing manual tasks after using Gigamon solutions."

This isn't the only reason organizations maximize savings and see better ROI with Gigamon solutions. Teams that deploy Gigamon will:

- See a 70 percent reduction in false positives so SecOps teams can focus on high-priority issues
- Get 100 percent visibility into network traffic, so you decide what to inspect and how much
- Potentially decrease the need for more hiring
- Enable IT to continue using older tools even during network upgrades
- Centralize capabilities, such as de-duplication and SSL/TLS Decryption, with GigaSMART® and avoid or defer costly upgrades

In times of immense change, increased stress and severely restricted budgets, efficiency and cost savings go a long way.

Take Your Cue From Hawaii Pacific Health

Any enterprise or organization that values its people — whether employees, customers or patients — should take a cue from Hawaii Pacific Health’s decision to go with Gigamon. The results are immediately apparent: Give employees better tools, you’ll increase productivity. If you properly secure your network, you keep patients safe and healthy while protecting data and sensitive patient information.

Simply put: “Hawaii Pacific Health maximized network visibility and performance monitoring [and] optimized tool utilization,” stated Alan Yamashiro.

The demands of today’s healthcare industry require the best solutions for the best outcome. In choosing Gigamon, Hawaii Pacific Health joins the ranks of 83 of the Fortune 100 companies and 10 out of 10 of the top U.S. federal agencies that all chose Gigamon for the kind of security and visibility that all but ensures success.

About Gigamon

Gigamon offers a deep observability pipeline that harnesses actionable network-derived intelligence to amplify the power of observability tools. This powerful combination helps 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 ten largest mobile network providers, and hundreds of governments and educational organizations worldwide. To learn more, please visit gigamon.com.



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