

“The GigaVUE enabled us to easily direct, manage, and record VoIP traffic, allowing us to enhance our training and maintain the highest levels of customer satisfaction.”

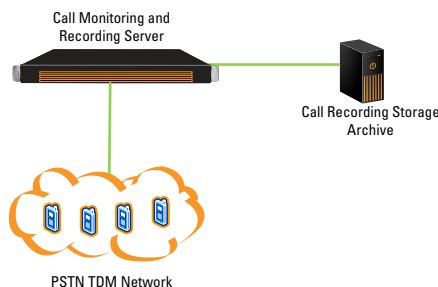
// Ron Rivet, Amica Network Engineer



Amica Insurance is the oldest mutual automobile insurance company in the U.S., but also offers home, marine, and personal umbrella liability insurance. Life coverage is available through Amica Life Insurance Company, a wholly owned subsidiary. Amica’s mission is to enhance the financial security of their customers by offering personal insurance protection and other related services at the lowest reasonable cost, consistent with sound financial management. They recently received a J.D. Power and Associates award for “Highest Customer Satisfaction Among National Auto Insurers” for the 11th year in a row.

### Business Challenge

Amica Insurance strives to have the highest rated customer satisfaction in the highly competitive home and car insurance market. To achieve this satisfaction, Amica records VoIP customer calls of over 1,000 available customer support agents. These recordings are used for training purposes to help their staff support agents and maintain the highest levels of customer service. In order to provide that level of customer service and satisfaction, several storage servers are required for recording, but the existing call monitoring and recording server only offered a single link to the call recording storage archive.



### Resolution

Upon the recommendation from a Gigamon® Technology Partner, Amica Insurance implemented the Gigamon GigaVUE® Traffic Visibility Node to overcome the one link restriction of their call monitoring and recording server. Amica Insurance attached the single link from the call monitoring and recording server to the GigaVUE Traffic Visibility Node. The GigaVUE enabled Amica to replicate and, through the filtering engine, load-divide and distribute the VoIP traffic to the appropriate call recording storage archive within their data center.

### Challenge:

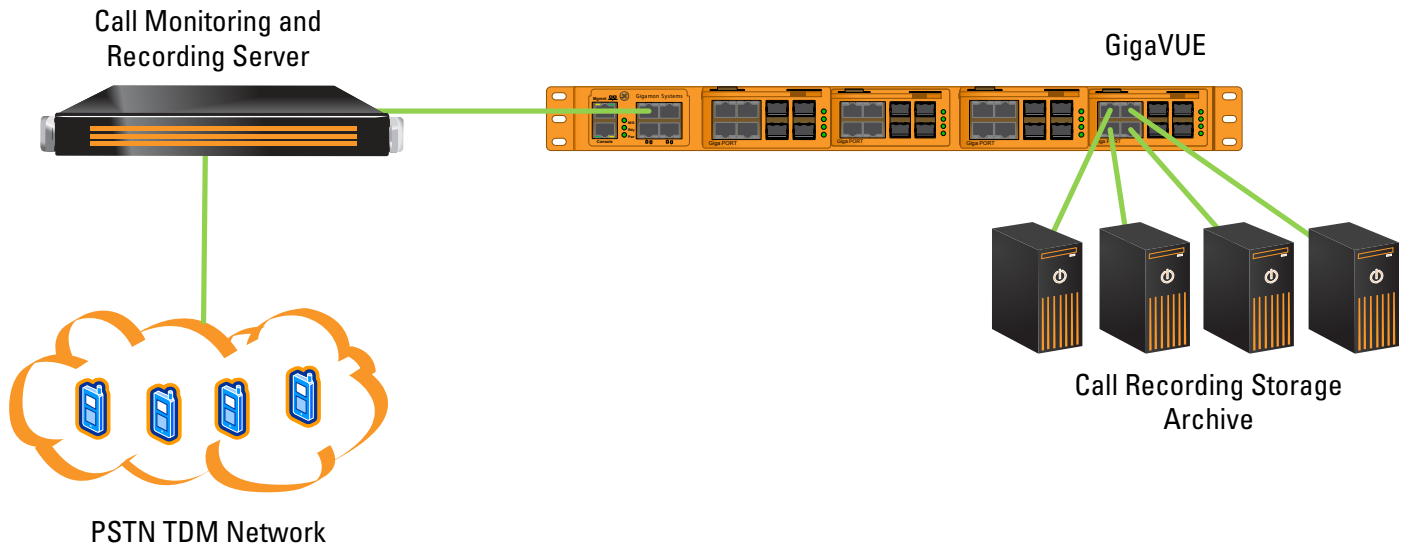
- Replicate & filter VoIP traffic for recording to enhance customer experience

### Resolution:

- GigaVUE Traffic Visibility Node from Gigamon

### Benefits:

- Replicate VoIP traffic to multiple VoIP recording storage archives
- Filter on specific traffic for improved analysis
- Delay outlay of capital expenditures
- Provided scalable solution for future network growth



### **Benefit**

With GigaVUE appliances installed, Amica Insurance was able to contain costs by not having to purchase additional call monitoring and recording servers. The GigaVUE device replicated VoIP data to multiple call recording storage archives. Also, using the GigaVUE filtering technology, Amica Insurance was able to determine the archive in which the VoIP traffic would be stored and direct data to the appropriate call recording storage archive. The GigaVUE provided Amica with a scalable solution for future network growth because all their call traffic was centralized. In the future, when Amica requires additional call monitoring and recording servers or needs to increase the call recording storage archive, they can plug in new call monitoring and recording servers and easily redirect traffic to the call recording storage archive without changing the order management windows.

### **About Gigamon**

Gigamon provides intelligent Traffic Visibility Networking solutions for enterprises, data centers and service providers around the globe. Our technology empowers infrastructure architects, managers and operators with unmatched visibility into the traffic traversing both physical and virtual networks without affecting the performance or stability of the production environment. Through patented technologies, the Gigamon GigaVUE portfolio of high availability and high density products intelligently delivers the appropriate network traffic to security, monitoring or management systems. With over seven years experience designing and building intelligent traffic visibility products in the US, Gigamon serves the vertical market leaders of the Fortune 1000 and has an install base spanning 40 countries.

For more information about our Gigamon products visit:

[www.gigamon.com](http://www.gigamon.com)