

## Case Study

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# Docaposte Ensures Network Visibility and Service Delivery to Its Customers with Gigamon



The Gigamon Deep Observability Pipeline provides Docaposte with unmatched visibility and operational intelligence within its network delivery infrastructure.

### **NETWORK ENGINEER**

Docaposte, IT Service Management Company

### **Challenges**

- Optimize network visibility while enabling integration of new tools
- Ensure availability and performance of IT services
- Needed to upgrade existing infrastructure to maintain agility
- Bolster and maintain security of customer data

### **Solution**

Gigamon Deep Observability Pipeline

### **Customer Benefits**

- Achieved quantifiable OpEx ROI
- Improved network visibility globally
- Stabilized service-delivery infrastructure
- Reduced storage costs

## Customer Profile

Founded in 2007 and headquartered in suburban Paris, Docaposte has more than 5,000 employees in over 60 locations throughout France and abroad. Docaposte offers a variety of professional back-office as well as digital services to enable companies to optimize and facilitate their digital transformation business-management processes.

## Digital Transformation Challenges

Digital transformation is rapidly transforming every industry, and the business-management services sector is no exception. To properly support its customers in their digital transformation journeys, Docaposte knew it was vital to ensure that the availability and performance of its own IT services were not only functioning optimally, but were also agile enough to quickly adapt to ever-changing end-user needs. Docaposte also knew it needed to upgrade its existing infrastructure in order to maintain — and improve — its own digital agility. Security of its customers' data was another challenge: it was critical that customer data be stored securely.

The company, moreover, needed to optimize network visibility while transparently enabling the seamless integration of new tools — and do it all with zero downtime. A service blackout was simply not an option for either Docaposte or its valued clientele. Indeed, customer service assurance is one of the primary value propositions Docaposte offers.

But what about the company's existing infrastructure? It was classic in its construction. It was designed to be multi-tiered, with its foundation structured around a prototypical North-South axis. However, its ever-burgeoning IT needs led it to host more than 9,000 virtual machines spread over four datacenters in France. (The Docaposte infrastructure currently supports no connection to public cloud environments.) Finally, Docaposte also used a private multimedia backbone (MPLS, VPLS, FON and IPSec) to connect its industrial sites to its customers and partners.

## The Solution? Gigamon

After considering other solutions, Docaposte eventually chose the Gigamon Deep Observability Pipeline. Gigamon solutions provide unmatched operational visibility and intelligence of business- and service-critical network infrastructure traffic, which is necessary for the optimization of digital transformation initiatives, while concurrently assuring critical service performance to customers. Partnering with Gigamon empowered Docaposte high-quality service — and all while simultaneously optimizing its own digital value chain.

Gigamon assists Docaposte with its 1Gb and 10Gb fiber data collection and aggregation network. Network TAPs (test access points) were installed at the heart of the network, and hypervisors were also installed to replicate both physical and virtual network traffic. Traffic from these multiple sources is now recovered and aggregated in real time.

Sensitive backup infrastructure is now also deployed. In case of a network outage, bypass modules protect against loss of service if a power outage should happen. These bypass modules also facilitate maintenance with “live” system support while providing vital operating flexibility. This is indispensable to Docaposte as all network activity, including adding, removing, and upgrading equipment must be done invisibly in real time without negatively impacting end-user experience.

This solution is complemented by a modular device allowing intelligent traffic distribution to active and passive network TAPs. The data collected is de-duplicated by removing redundant data, thus reducing the volume of data to be sent to the TAP. This, in turn, reduces storage need, which allows further TAP cost reduction. This, of course, means significantly lowered operational expenditures for Docaposte.

Finally, the collected data is used to generate NetFlow records to provide the network TAP with the source and destination of network flow, along with the volume of exchanges, in a condensed form, thus facilitating network mapping and analysis.

This is the first step in DocaPoste's infrastructure transformation. And soon, the two datacenters will also be connected by fiber optic cabling, which will allow the Gigamon solution to operate as a single logical entity with global visibility of all flows.

## Core Benefits DocaPoste Achieved

The benefits DocaPoste was able to glean were substantial. With the Gigamon solutions assisting its digital transformation, DocaPoste now deploys a network-flow visibility architecture that provides the following for its customers:

- A simplified, scalable and flexible architecture
- Optimal – and global – network visibility
- 24/7/365 monitoring of its network traffic — without disruptions
- Deployment of TAPs without network outages

And these benefits taken in the aggregate mean a measurable — and fast — ROI with lowered capital and operational expenditures. And that is good business for DocaPoste.

## Summary

In conclusion, Gigamon now provides DocaPoste with unmatched visibility and operational intelligence within its network delivery infrastructure. Gigamon solutions have become indispensable tools that optimize DocaPoste's digital value chain, delivering benefits of lowered costs and improved ROI — and all while ensuring customers receive the critical services they depend upon.

Forward-thinking organizations rely on robust network visibility for successful digital transformations. By working with Gigamon, DocaPoste will be one of them.

## 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](https://gigamon.com).



### Worldwide Headquarters

3300 Olcott Street, Santa Clara, CA 95054 USA  
+1 (408) 831-4000 | [gigamon.com](https://gigamon.com)

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