

Case Study

Tired of Headaches, This NetOps Team Found Relief with Gigamon



With Gigamon a lot of issues that we'd had were resolved and everything just worked great.

IT DIRECTOR

Large Financial Services Enterprise

Challenges

- Eliminate link failures and configuration problems
- Gain reliable access to data
- Improve network performance
- Alleviate traffic burden on tools
- Effectively troubleshoot network data

Solution

- Gigamon Deep Observability Pipeline
- GigaSMART®
- Gigamon Inline Bypass

Customer Benefits

- Reduced administrative efforts and manual tasks for increased productivity
- Accelerated threat prevention, detection, and response time
- Improved network visibility and security
- Eliminated blind spots
- Gained visibility into all data
- Reduced traffic to tools by 25–49 percent

Gigamon Makes it Easy

For any IT team, finding the path of least resistance and a solution that eliminates problems is always the goal. Take for example a large financial services IT team that was experiencing frustrations with a direct Gigamon competitor. “We had issues with it, just maintaining it and configuring it. There were always issues,” says the IT Director.

Once they turned to Gigamon, however, things changed dramatically. “Since we put in our Gigamon solution, it just works. We’ve never had any issues with it.” In addition to solving a number of key challenges, this newfound ease of use also resulted in a reduction of manual tasks and a boost in productivity.

Time is Money

The IT Director also says that compared to their old visibility solution, with Gigamon there’s less administrative work to keep it running. And of course, any reductions in manual tasks or improvements in tool efficiency all add up to tangible ROI. In fact, the company reported a 25 to 49 percent reduction in traffic to its toolset thanks to Gigamon.

And the good news just kept coming. Reduced traffic means a reduction in needed tools, which further reduces spending, allowing teams to defer or even avoid costly tool upgrades and investments that, as the IT Director notes, “Could have easily added up to more than \$200,000.”

Improve Visibility, Improve Security

Another top reason the company made its investment in Gigamon was the need for a complete, single source of visibility across physical, virtual and cloud environments, as well as high-fidelity data to accelerate its detection and response capabilities.

“Gigamon contributes greatly to the security of the company and of the network in general,” explained the IT Director. “Roughly 80 to 90 percent of all connections that Gigamon feeds are to our cyber tools.”

While Gigamon is not a security tool, it enables security by delivering optimized, full-fidelity data to security and monitoring tools, vastly improving tool efficacy, and accelerating the threat detection and response cycle. As the IT Director notes about the company’s cybersecurity team, “they want all the data — everything.”

The company cited the “maximized network visibility and performance monitoring” with Gigamon as contributing to tangible ROI. Going further, the IT Director said that had they not gone with Gigamon, it may have required “multiple tools that we would’ve had to purchase.” And that saved the company money.

Strong Support and Ease of Operation

Before deciding upon Gigamon, the company worked extensively with the northeast-based Gigamon partner reseller G-Net to get the most value out of the investment. G-Net’s pre-sale guidance was foundational to laying the groundwork needed in selecting the right network visibility and performance monitoring solution. “We have found that the Gigamon Deep Observability Pipeline is the best product in its category out on the market,” the IT Director said.

After choosing and deploying Gigamon, strong post-sale support was also integral to the company’s success with Gigamon. “Gigamon support helped us connect everything, configure it, and then we were able to test and see pretty quickly how it’s able to help us out and resolve a lot of our issues.”

Right from the start the company agreed that working with Gigamon made a significant difference in overall ease of use. “Just logging in and looking at the GUI and seeing the features and how simple it is...it made a big difference right away. It was clearly visible to us.”

Gigamon Now and in the Future

Asked if the Gigamon offering will expand for the company, the IT Director continued, “As we identify new needs, Gigamon should be able to help us with that, too.”

For the financial services company, Gigamon began as a solution that gave the team ease of use and many additional benefits but in the end became foundational for visibility and analytics. “Overall, we’re very satisfied with the product and with Gigamon.”



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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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