

“GigaVUE fabric nodes extend total visibility across the entire network, allowing any monitoring tool to be connected to any traffic source at any speed at any time”

// Patrick Leong, CTO, Gigamon

Business Challenge

Like most outsourcing organizations, this firm’s clients share network resources: i.e., switches, routers, and links. Client traffic for monitoring is typically provided via SPAN ports. Individual clients need to be able to view their own information from a common traffic stream. However, the outsourcer can’t inadvertently allow one client to view another client’s data. Such an incident could put clients in regulatory noncompliance subject to fines and, at the very least, seriously damage the outsourcer/client relationship. Information must be kept private and secure, yet readily available to clients—a task that proved challenging for the outsourcing firm.

Responding in a timely fashion to client requests for traffic access was also a challenge. Formal change control requests could take more than a week to implement. The outsourcer needed to find a fast, effective, reliable way to ensure data privacy among clients and respond more rapidly to requests for changes.

Resolution

The outsourcing firm looked for a solution, but was unable to find one that would meet their needs until they discovered the GigaVUE Visibility Fabric node from Gigamon. The GigaVUE fabric node provides secure aggregation, replication, and filtering of critical network traffic and simplifies the deployment of monitoring tools. Connected to security IDS, sniffers, protocol analyzers, VoIP analyzers, data recorders, application monitors, compliance monitors, or any other Ethernet-based passive monitoring tool, the GigaVUE fabric node creates intelligent visibility into the network.

Gigamon would allow this customer to effortlessly filter traffic from SPAN ports and securely forward it to monitoring tools based on client-specific addresses. Requests for changes could be implemented on the fly through software configuration changes in the GigaVUE fabric nodes.

The company deployed nearly a dozen GigaVUE-2404 high-density Visibility Fabric nodes in its major data centers. Installation was completed entirely by internal technicians with virtually no assistance required from Gigamon. As monitoring needs grow and change, the GigaVUE fabric nodes provide nearly unlimited scalability and eliminate port contention.

Headquartered in Texas, this firm provides information technology, applications, and business process outsourcing services to Enterprise clients around the world.

Challenge:

- Protect the privacy of client data in a shared network environment

Resolution:

- GigaVUE® Visibility Fabric™ nodes from Gigamon

Benefits:

- Ensure privacy of data among clients
- Enable near real-time response to client requests for changes
- Eliminate SPAN port contention
- Extend life of existing lower-speed monitoring tools

Benefit

Before deploying Gigamon, the outsourcing company lived in constant fear of accidentally giving one client access to another client's traffic. Today, the GigaVUE nodes provide peace of mind for both the customer and clients by ensuring that traffic is viewed only by the appropriate parties. What was once an open issue for compliance has now been resolved with the threat of fines and lawsuits reduced.

In the past, up to two weeks were required to implement change requests, hampering the clients' ability to view and manage their own traffic. Gigamon has brought near real-time traffic access. A simple configuration within the GigaVUE fabric node provides instant access, reducing the need for configuration management and maintenance windows, allowing flexibility in connecting and disconnecting tools in a production environment anytime, anywhere. Faster response has led to higher levels of client satisfaction.

In addition to securing customer data and enabling faster changes, Gigamon has delivered other benefits. The maximum of two SPAN ports per switch could create port contention when multiple tools must share the same port. The GigaVUE fabric nodes eliminate port contention, supporting up to 23 tools per port.

Legacy tools with lower-speed 1Gb interfaces may be unable to keep up with SPAN ports running at 10Gb, causing reporting accuracy to degrade. Gigamon enables tools to retrieve critical data from high-speed ports and send that data accurately to tools with lower speed interfaces, extending the useful life of existing tools. Based on its experience with the Gigamon solution to date, the company has plans to deploy additional GigaVUE fabric nodes throughout its network.

About Gigamon

Gigamon[®] provides an intelligent Visibility Fabric™ architecture to enable the management of increasingly complex networks. Gigamon technology empowers infrastructure architects, managers, and operators with pervasive visibility and control of traffic across both physical and virtual environments without affecting the performance or stability of the production network. Through patented technologies, centralized management, and a portfolio of high availability and high-density fabric nodes, network traffic is intelligently delivered to management, monitoring, and security systems. Gigamon solutions have been deployed globally across enterprise, data centers, and service providers, including over half of the Fortune 100 and many government and federal agencies.

For more information about our Gigamon products visit:

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