

AEROSPACE GIANT GAINS VISIBILITY INTO GROWING NETWORK

CUSTOMER GAINS:

- Complete network visibility
- Improved time to resolution
- Expanded visibility at lower costs
- Scalability and enterprise reliability
- Remote monitor and diagnostics does not require onsite staff

SUMMARY

Customer:

Fortune 50 Enterprise
Aerospace Manufacturer

Challenges:

- Reactive mobile cart approach
- Delayed resolution times
- Dependent on local staff availability
- Constant outside security attacks

Solution:

- IntellaFlex XR Network Monitoring
- Architected for remote management

NEW MONITORING ARCHITECTURE IS MORE PROACTIVE, IDENTIFIES ISSUES QUICKER AND LOWERS COSTS.

One of the world's leading manufacturers of commercial jetliners and military aircraft had monitoring tools in 10 data centers around the globe, but it didn't have the complete visibility into network traffic that was required to maximize the investment in those tools.

REACTIVE TROUBLESHOOTING

The company needed to be able to remotely connect to a suspected problem area in one of its data centers and sniff out what might be wrong.

The way the company had been handling troubleshooting before was inefficient, requiring mobile hardware and boots on the ground. When a problem would arise at a remote location, someone from the IT staff would roll the crash cart out to the suspected location of the problem, plug in and hope to identify the network issue or, at least, recreate it. This approach required two things that the company wanted to change: the need to staff the remote location and the guessing game that ensued to find the cause of network problems.

PROACTIVE MONITORING

The company needed complete and real-time visibility into their network traffic for security monitoring.

Being a manufacturer of airplanes for some of the world's largest airlines and the world's biggest militaries, this company has some serious intellectual property. Being a curator of valuable information can make you a big target, and the manufacturer was just that. Hackers from around the globe were constantly bombarding its data centers, and the company's security tools needed full visibility to identify all these attempted breaches.

PROVIDING VISIBILITY



EASE OF USE

With data centers located across the United States, the ability for this aeronautics enterprise to remotely manage its monitoring switches was critical. APCON's easy-to-use web-based interface gave the company that ability. It allows users to build, save, view and recall device connections between SPANs/TAPs and monitoring tools using intuitive, Visio-like diagrams.

A global view screen offers drag-and-drop functionality for managing connections and organizing diagrams, while an enhanced status screen offers more details about system health. And for the engineers more comfortable working in common scripting languages, they can do that with the command line interface.



PROACTIVE SECURITY VISIBILITY

Enterprises can't tolerate an outage of any length and this company was no exception. That's why IntellaFlex XR redundant controllers were appealing. They provide hitless failover, so if a controller fails, there is no effect on network performance. Failover operation is seamless, and an alert is sent to report the failure.

It's not just controllers, though. Standard APCON features include redundant and hot-swappable power supplies and fans. Software, blades and common equipment are compatible across all IntellaFlex XR chassis, significantly simplifying operations, part-sparing and investment protection.



SCALABILITY

The company wanted a system that was able to grow as it grew. APCON's blade-based chassis system can do just that. With APCON, adding more ports is as simple as plugging an additional blade into the chassis. Other manufacturers would require the purchase of another blade and another chassis and then trunking separate systems together.



To get both the troubleshooting and monitoring it needed, this manufacturer had to invest in not just tools, but a network monitoring architecture that allowed those tools to function optimally. Ultimately, the company selected APCON intelligent network monitoring systems.

MAXIMIZING POTENTIAL



THE RIGHT DATA TO THE RIGHT TOOLS

Monitoring tools provide invaluable insight. But without the infrastructure needed to get those tools the data they need in the way they prefer to see it, they aren't being used to their full potential. For this manufacturer, APCON provided the necessary infrastructure, and the results are impressive.

In addition to allowing the company to get full network visibility to their existing monitoring tool inventory — thus maximizing that investment — the company also saw two other specific benefits.



REDUCED BUDGET

The manufacturer reduced its monitoring budget by approximately 50 percent. APCON's highly-scalable system increases tool efficiency and allows the company to optimize visibility for current network needs. They were able to monitor more data with the same tools, and when the network grows they can increase ports modularly.



SWIFT RESOLUTION

The manufacturer can also resolve network problems faster without the expense of traveling to the data center. Instead of rolling a crash cart through the data center and plugging it into a patch panel, all of the diagnostic work and troubleshooting is completed through an easy-to-use GUI that can be set up once, even from home.

Instead of requiring an engineer to drive or fly to a location to handle an issue, which shifts a skilled employee from more productive tasks, problems can now be resolved in minutes. Such quick resolutions can save the company thousands of dollars in lost service.