Case Study

Gigamon Profitably, Efficiently, and Securely Connects Leading African Telecommunications Company to Over 60 Million Customers

One standout development is GigaVUE Enriched Metadata, which offers a cutting-edge perspective on subscriber behavior and delivers deep network insights—crucial for addressing critical service issues. I'm a proud customer partner with Gigamon and excited about the promising future ahead.

ELI
Network Broker Planner

Challenges

- Gaining visibility into the network
- Feeding traffic data to probes for various projects
- Reducing a large amount of network packet duplicates
- Ensuring consistent quality of service to customers

Customer Benefits

- Achieved 88 percent reduction in packet duplicates during PoC, enhancing visibility and compatibility
- Accelerated root-cause analysis, boosting troubleshooting efficiency with a user-friendly console for new users
- Provided resilient infrastructure with no downtime, improving ROI

Solution

- GigaVUE® TA Series
- GigaVUE HC Series
- GigaSMART®
- GigaVUE Enriched Metadata

About Customer

One of the largest telecommunications providers in Africa serves over 60 million customers with voice, messaging, and data services. The telecommunications company also serves business customers in over 50 countries with a variety of connectivity solutions, including business-grade internet, Internet of Things (IoT) solutions, and cloud hosting and security services.

Network Broker Planner Eli manages the company's tapping and aggregating platform across all its sites. The company has a cluster of aggregators at nine sites and smaller clusters at six locations. He is responsible for planning and forecasting what is needed for the infrastructure, troubleshooting network performance issues, and ensuring customers receive the best possible service. Budgeting is another aspect of Eli's role that comes into play as he works toward building an efficient and profitable network.

Business Challenge

The use of Gigamon at the telecommunications company predates Eli's tenure by four years. For the eight years he has been with the company, Gigamon has played a huge role in his work. Instances of fraud on network were becoming more prevalent, and this spurred further investment in Gigamon solutions. Eli recalls that his company started off with GigaVUE-HD4 appliances and, over time, moved to GigaVUE-TA10 aggregators and then GigaVUE-HC3 and GigaVUE-TA200 aggregators.

"Gigamon is the deep observability solution," he asserts. "Without Gigamon, we would not have much insight into the network or visibility into traffic within the network."

One of the current challenges Eli is tackling is the large amount of network packet duplicates in the Cisco Application Centric Infrastructure (ACI) fabric. After performing a business case analysis comparing different vendors, he determined that the best investment to solve the duplication issue was Gigamon, using a feature of GigaSMART. Subscription-based GigaSMART applications expand the capabilities in the Gigamon Deep Observability Pipeline and are available for GigaVUE Visibility appliances.

In a PoC of the de-duplication feature, GigaSMART reduced duplicate packets by 88 percent for user-plane traffic from the network. Eli notes, "Not even the probing vendors are able to provide a feature like Gigamon provides. If you look at increasing probe capacity, that will cost you around five times the amount as a Gigamon smart module."

Resolution

Gigamon helps Eli understand network usage by customers, identify important points of performance, and see the applications within the traffic. It also enables him to determine where there might be issues, such excessive latency, on the network and then work toward improving the quality of services (QoS). "It helps us to better understand our customers and their usage and helps us determine in which regions of Africa we need to invest. This applies not only to Gigamon aggregators but to routing and switching solutions as well," he says.

He also appreciates how Gigamon works well with solutions from other vendors and makes it easy to provide feeds for different projects on the network.

For example, he used Gigamon to send traffic to high-level, confidential projects for compliance purposes and to probe vendors. So, probe vendors can perform analytics.

The Deep Observability Pipeline is utilized by around 200 staff from different teams in tapping, aggregating, probing, and the operational team that does the configurations.

Every year, Eli and his colleagues meet with Gigamon in "roadmap sessions" to review the current architecture, design a target architecture, and determine how it can be deployed at all sites. These discussions also help him ensure that all Gigamon feature sets are being used to maximum advantage, which improves ROI.

Eli is passionate about his work. He points out that his company is usually the first-to-market with new telecommunications solutions in Africa, and he attributes this to working "hand in hand" with Gigamon. He appreciates that his counterparts at Gigamon are also passionate about what they do. "You're not just working with a company, you're working with people who love what they do," he says. "They provide us with a lot of roadmap sessions, so we get to plan our architecture according to the roadmap."

"Over the past nine years, I've had the opportunity to work closely with Gigamon, navigating the evolving landscape of mobile networks. Throughout this journey, I've encountered challenges, and time and again, Gigamon Support has risen to the occasion—delivering exceptional service and effective resolutions. Their success is clearly driven by a top-down approach, where leadership, engineers, and support teams collaborate with agility, fostering trust and innovation. One standout development is GigaVUE Enriched Metadata, which offers a cutting-edge perspective on subscriber behavior and delivers deep network insights—crucial for addressing critical service issues. I'm a proud customer partner with Gigamon and excited about the promising future ahead."

Benefit

Thanks to the deep observability provided by Gigamon, Eli has greatly reduced the amount of time it takes to troubleshoot issues. "With Gigamon we have the data freely available, and can resolve issues much faster," he explains. "That contributes to the ROI."

Eli notes that the telecommunications company has never experienced any problems with its Gigamon equipment or aggregators going down because the Gigamon infrastructure is so solid. "It's built with a lot of resiliency," he remarks.

Another benefit of Gigamon that Eli highlights is how easy it is to use, especially for someone who is new to the environment. He asserts that Gigamon fabric manager is the best one he's seen in comparison to all other vendors, because of how easy it is to read and how it can be used by management to get good visibility into the network.

Eli explains: "If you look at the Gigamon product line, it's helped our company become closer to the customer. We want to be on the same journey with them and connect them. Our whole motto is about connecting our people and our customers, and the Gigamon infrastructure has met our demands. It's a world-class service. I highly recommend Gigamon to all other mobile networks."

About Gigamon

Gigamon® offers a deep observability pipeline that efficiently delivers network-derived telemetry to cloud, security, and observability tools. This helps eliminate security blind spots and reduce tool costs, enabling you to better secure and manage your hybrid cloud infrastructure. Gigamon has served more than 4,000 customers worldwide, including over 80 percent of Fortune 100 enterprises, 9 of the 10 largest mobile network providers, and hundreds of governments and educational organizations. To learn more, please visit gigamon.com.

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