

Massive Savings and Improved Troubleshooting Earn Gigamon a Rock-Solid 10/10



The Gigamon products are very reliable and rock solid.”

NORMAN NG
Planning Manager, Singapore Telecommunications

CHALLENGES

- + Reliable access to data
- + Tools overwhelmed with high volume of traffic
- + Troubleshooting network data

SOLUTION

- + Gigamon® [Deep Observability Pipeline](#)
- + [GigaVUE-FM](#)
- + Gigamon [SSL/TLS Decryption](#)
- + Gigamon [Inline Bypass](#)
- + Gigamon [Application Filtering Intelligence](#)

CUSTOMER BENEFITS

- + Improved traffic filtering for optimized tool utilization
- + Reduced storage costs with better traffic volume management
- + Experienced ROI payback within 12 months
- + Saved \$200,000 to \$500,000

IT DOESN'T GET ANY BETTER: VISIBILITY, PERFORMANCE AND SECURITY

For telecommunications and service providers, security and network performance are literally everything. Not only is network traffic flowing faster and faster, threatening to overwhelm tools, it's also increasing in volume. Merely keeping up isn't good enough anymore. Providers must offer the best possible user experience while safeguarding millions of customers' personal data, and to do this they need only the very best solutions.

After considering a couple of options, Singapore Telecommunications chose Gigamon. "Gigamon was able to help us maximize network visibility, security and performance," said Planning Manager Norman Ng. And it wasn't just a visibility and performance boost, "Gigamon visibility products allowed us to start with a [low CapEx investment](#) and grow as we use it."

Right out of the starting gate, Singapore Telecommunications experienced savings, visibility, security and improved performance using Gigamon, with more benefits on the way.

OPTIMIZE TOOLS, GET MORE BANG FOR YOUR BUCK

For any company, overwhelmed tools are a potential liability, but for telecommunications and service providers it can be a deal breaker. Using Gigamon, Singapore Telecommunications experienced up to 24 percent reduction in traffic to its tool set and gave the company even more bang for its buck, with Norman reporting that "Its advanced architecture allowed us to squeeze more mileage out of the solution, maximizing our ROI."

THE SAVINGS ADD UP

The economic power of making tools more effective can't be understated. Service provider customers reap the benefit of vastly improved performance, while companies pocket the savings. With better management of traffic volumes comes a reduction in the amount of storage needed, further adding to the savings.

For Singapore Telecommunications, a quick 12-month ROI payback period and a huge savings of [\\$200,000 to \\$500,000](#) was all the reason it needed to rate Gigamon filtering, slicing and de-duplications solutions as "significantly better" than the competition and storage cost savings as "best in class."

A HIGH STAKES BALANCING ACT

Telecommunications and service providers that operate on a global scale frequently have a customer base just as big. And the nature of the business itself puts customers' personal data in publicly facing situations. Add in the voracious consumer demand for ever-faster services, such as 5G, wireless, broadband and cloud solutions and it's obvious why the stakes are so high. Ultimately, it becomes a balancing act between securing the enterprise and the subscriber network.

For Singapore Telecommunications, the Gigamon suite of solutions provided the balance it needed to make security the new normal. On his list of reasons why the company turned to Gigamon, Norman Ng cited the need for a "trusted source of high-fidelity data to feed network detection and response tools." After all, as any security architect will tell you, when it comes to data, the more the better. Always.

Thanks to the Gigamon Deep Observability Pipeline, that full-fidelity network data came rolling in. And the best part about it? In addition to a stream of data, this Gigamon solution gave the company a scalable, automated common architecture spanning physical, virtual and cloud to eliminate blind spots and simplify management.

And it's not only the "more the better." It's also the "faster the better." But here's where it gets tricky: to increase network speeds requires maximum tool efficiency and minimized disruption. [Gigamon GigaSMART De-duplication](#) gave Norman Ng and his team the advanced traffic intelligence they needed for improved network speeds, but it also doubled the tool capacity and facilitated more accurate forensics and malware detection.

To illustrate the performance boost, the ability to de-duplicate traffic can nearly double the capacity of each tool, resulting in reduced need to buy more tools and vastly improved user experience.

THE VERDICT

As any service provider will attest, they need tomorrow's technology today. "The products are very reliable and rock solid!" exclaimed Ng after rating Gigamon 10 out of 10 in all categories. For an industry that operates at warp speed every day to meet the demands of millions of consumers, solutions that slash costs, optimize tools and maximize security and performance are the only ones that will do.

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, 9 of the 10 largest mobile network providers, and hundreds of governments and educational organizations worldwide. To learn more, please visit gigamon.com.

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Gigamon[®]

Worldwide Headquarters
3300 Olcott Street, Santa Clara, CA 95054 USA
+1 (408) 831-4000 | gigamon.com