LiveAction™

LiveAction | kpn

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"We've used other tools like WireShark, but the decodes are not accurate. That can lead to problems analyzing and troubleshooting. With **LiveAction**, we get a powerful, portable network analyzer, highly accurate decodes and excellent support. These tools prove their worth day after day."

IGOR OSEPA
TECHNICAL SUPPORT SPECIALIST, KPN

The Challenge

KPN is the largest telecom and IT service provider in the Netherlands. The company began in 1852 and has grown dramatically. It employed 18,000 people and generated over €7 billion in revenue in 2015.

KPN offers fixed and mobile telephone services for the residential, small-to-medium business, and enterprise markets. The company also offers IT consulting, workspace management, cloud services, data center capacity, and other ICT solutions.

For enterprise customers ranging from banks to universities, KPN provides much-needed on-site technical support. Igor Osepa, one of the company's technical support specialists, likens his team to a fire department. "If a problem occurs at a customer site," he says, "we need the best analysis tools to diagnose and report the root cause of the problem so it can be fixed. Our customers depend on their networks, so speed is of the essence."

The Solution

Because Osepa and his team travel from site to site, their network analysis tools need to be accurate, robust and portable. They have come to rely on Omnipliance Portable and Capture Engine for Omnipeek from LiveAction.

Benefits

KPN's technical support specialists now regularly carry a compact Omnipliance Portable to customer sites to capture and analyze traffic. "We've used other tools like WireShark, but the decodes are not accurate. This can can lead to problems analyzing and troubleshooting," said Osepa. "With LiveAction, we get a powerful, portable network analyzer, highly accurate decodes and excellent support. These tools prove their worth day after day."

The LiveAction solution lets KPN:
- Bring robust, portable network forensic and analysis tools directly to customer sites
- Capture enterprise application traffic from dispersed or remote locations to gain detailed and accurate insight into network status
- Troubleshoot and resolve network and application issues quickly

Omnipliance Portable
Omnipliance Portable is a complete network analysis solution in a compact carrying case with a built-in 17-inch screen, up to 8TB of SAS Raid 0 drives, and support for 1G, 10G, 40G, Ethernet, and Wireless networks.

Capture Engine for Omnipeek
Capture Engine for Omnipeek captures and analyzes network traffic in real time and records that traffic for post-capture analysis, letting network engineers monitor distributed networks remotely and quickly remedy performance bottlenecks. Capture Engine is especially useful for enterprises that cannot afford dedicated staff at each location.