

Holistic Network Monitoring Provided by LiveAction for Financial Institutions



CASE STUDY

Challenge

Financial institutions operate in a highly sensitive and regulated environment. Their vast networking infrastructure must not only support a multitude of transactions but also ensure data security, regulatory compliance, and real-time communication.

With a primary focus on expansive network coverage, there was an evident need for a comprehensive view of their entire network. This was essential not only for efficient management but also for effective troubleshooting. The lean networking team at this financial institution found themselves with persistent Voice Over IP (VOIP) issues and attempting to understand recent security incidents.

Their main obstacle was the lack of end-to-end visibility of the entire network with their previous solution.

Organizational Profile

COMPANY SIZE

Large

INDUSTRY

Financial

Use Case

To address these challenges, the institution sought LiveAction. During the Proof of Concept (POC) phase, LiveAction introduced LiveNX - their flagship network performance monitoring solution. For the first time, they had the broadest view of their entire network, resulting in a decrease in their Mean Time to Resolution (MTTR).

LiveAction further equipped them with LiveWire, enabling the network team to delve into specific packet details. This granular insight was accentuated by the 'hop to hop' feature. This tool not only allowed engineers to traverse the network hop by hop but also provided the functionality to drill down into each segment, optimizing troubleshooting and network efficiency. The 'hop to hop' feature has proven invaluable for tracking real-time transactions. If there was any delay or disruption, the team could immediately identify and remediate the problematic hop.

Key Results

The introduction of LiveAction into the financial institution's operational framework brought about transformative results:

Enhanced Operational and Strategic Efficiency

LiveAction acted as a force multiplier for their network engineers allowing a shift from reactive problem-solving to proactive strategic network enhancements. Comprehensive insights from LiveNX and LiveWire facilitated this shift, leading to improved network performance and minimized downtimes.

Flexible Deployment and Licensing

LiveAction's adaptability ensured that they could easily integrate into their existing infrastructure. The straightforward licensing model meant that they could scale their network monitoring without cumbersome administrative hurdles.

Enhanced Security and Compliance

With end-to-end visibility and real-time monitoring, potential security threats were identified and mitigated promptly. The granular data from LiveAction ensured adherence to industry regulations, safeguarding against potential legal challenges.

Improved Uptime and Reliability

Real-time monitoring, paired with in-depth network segment analysis, bolstered network uptime, essential for seamless financial transactions.

Flexible Integration and Scalability

LiveAction seamlessly integrated with existing systems and scaled across the institution's numerous branches and data centers, facilitating cohesive network management and growth without complexity.

LiveAction

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LiveAction provides end-to-end visibility of network and application performance from a single platform. This gives enterprises confidence that the network is meeting business objectives, offers IT administrators full visibility for better decision making, and reduces the overall cost of operations. By unifying and simplifying the collection, correlation, and presentation of the application and network data, LiveAction empowers network professionals to proactively and quickly identify, troubleshoot, and resolve issues across increasingly large and complex networks.

To learn more and see how LiveAction delivers unmatched network visibility for AWS, visit www.liveaction.com