



## National Mobile Service Provider Upgrades Monitoring Infrastructure

### OVERVIEW

#### Business Challenge

- Scaling up monitoring to accommodate growing volume of traffic in its mobile core network
- On-going compliance requirements
- Incomplete packet visibility due to challenges in dealing with bursty traffic

#### NETSCOUT Solution

- Seamless expansion of existing customer service experience management platform
- Peace of mind with an easy upgrade to 100G monitoring if needed

### Packet flow switches provide full visibility for customer experience management platform

#### Customer profile

The company is a regional mobile voice and data services operator with a footprint in most of the Middle Eastern countries. They serve over 40 million active individual and business customers.

The company implemented a new customer experience management system in order to ensure the highest quality customer experience for voice and data. The system, consisting of network probes and specialized software platform, monitors end-to-end network performance for each service in real time, monitoring the quality of every voice call, mobile data transfer and SMS. Having switched from network-based alarms to subscriber-based alarms, the company is able to prioritize customer problems with its operations department and proactively solve them even before the customer notices that there's an issue.

#### Monitoring challenges

The rapid growth of mobile traffic on this customer's network necessitated the on-going expansion of the customer experience management platform, and the packet flow switching infrastructure along with it. The new platform required that the entirety of the traffic be delivered to it, adding to the already overloaded backhaul links. To maintain its customer level agreements and deal with the growing mobile data traffic, the operator opted to upgrade its packet flow architecture as well.

#### Solution

NETSCOUT nGenius Packet Flow Switch (PFS) series provided the cost effective solution for aggregating and distributing packet flows. The mobile core network is currently operating at 10 Gbps. The nGenius® PFS 4204 packet flow switch performs filtering and load balancing so that existing 1G tools can perform efficiently and process only the traffic that needs inspection.

The latest expansion was the third such deployment on the customer's network. The NETSCOUT products have evolved with the customer requirements, and now the customer is purchasing the latest 10G/40G product from NETSCOUT, the nGenius PFS 4204. Unlike other products, the nGenius appliances offer a non-blocking backplane with throughput up to 640 Mbps, so core

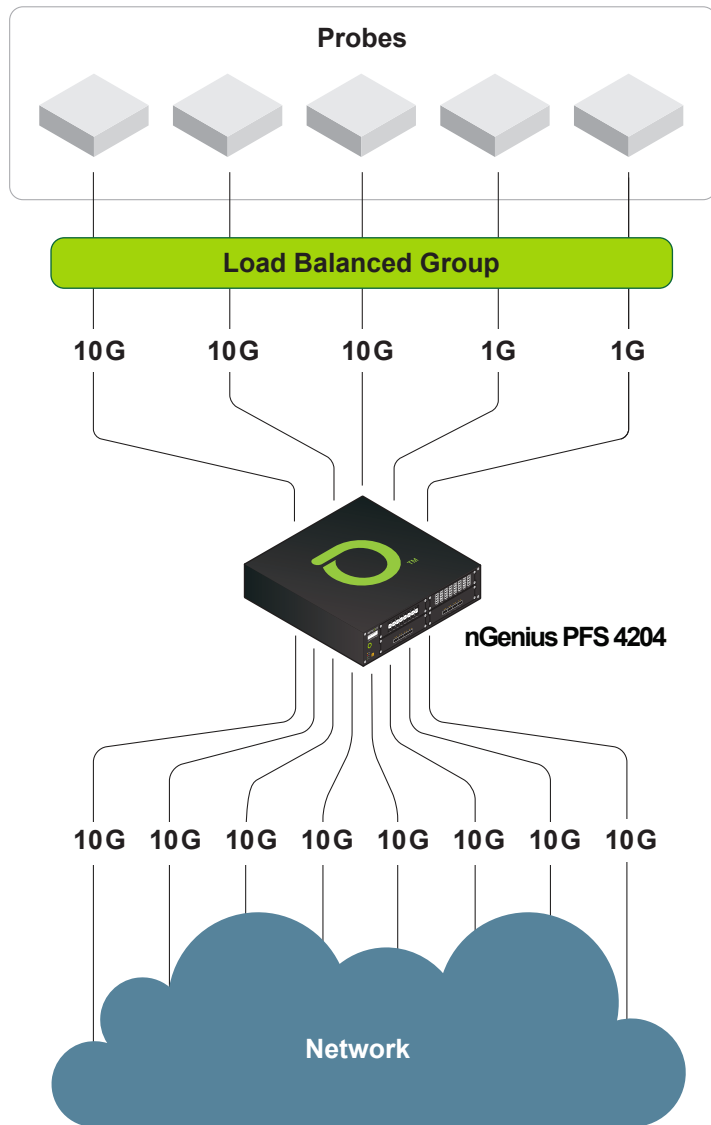


Figure 1: Unified packet plane provides full visibility for customer experience management system.

and advanced functionality continues to perform as expected, even when the network links are fully utilized.

Each of the three data centers covering the country now have the nGenius PFS 4204 appliances, feeding traffic to the customer experience management platform and providing a copy of traffic as part of regulatory compliance requirements.

### Benefits

Upgrading the packet flow switching infrastructure was an easy and seamless process, as it did not require any changes to the physical configuration of the customer's network.

A key differentiator of nGenius PFS 4204 was the high data burst buffering feature, to mitigate the microbursts that were occurring regularly, due to the bursty nature of mobile traffic, especially video. A loss of even a few signaling packets during a spike would render the entire session unreadable, thus preventing full visibility for the probes. With nGenius PFS providing high data burst buffering, the customer is able to perform a thorough analysis and deliver a better customer experience.

### Future plans

The customer is evaluating the nGenius PFS 6010 platform, the highest density chassis and blade system in the market, for its other deployments requiring interfaces beyond 10G. The company is also evaluating the nGenius PFS advanced packet conditioning capabilities such as packet slicing to eliminate unnecessary payload and ease the burden on its monitoring tools. With the upgrade to their customer experience platform and the nGenius PFS system, the customer is now able to provide an enhanced customer experience and ensure they meet their SLAs.

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