

CASE STUDY

Simac ICT Belgium Speeds Problem Resolution with Network Observability by Broadcom

CLIENT PROFILE

Industry: Information Communications Technology Services

Employees: More than 200

CHALLENGES

- Supporting increasingly complex, modern, and software-defined infrastructures and customer environments, while ensuring optimized service levels.

SOLUTION

- Network Observability by Broadcom enables the team to manage multiple customer environments in an efficient and user-friendly fashion.

BENEFITS

- Enabled the team to reduce alarm noise, speed triage, and more effectively ensure their customer-facing portals deliver continuous availability, high performance, and optimal user experiences.

Business

Providing Dependable Managed Information Communications Technology (ICT) and Network Services

Founded in 1971, Simac Techniek NV is a family enterprise with specialized subsidiaries. One of these subsidiaries, Simac ICT Belgium focuses on monitoring, integrating, and optimizing ICT infrastructure for established firms in Belgium, the Netherlands, Luxembourg, France, Germany, and the Czech Republic.

Simac ICT Belgium offers managed services to well-known clients in the European telecommunications and business sectors. With a team of over 200 professionals, Simac ICT Belgium excels in ICT integration, network observability, data center services, connectivity assurance, and business management.

Challenge

Building Network Observability Solutions that Customers Can Rely On

Managed service providers (MSPs) like Simac ICT Belgium face unique challenges in the evolving IT services landscape. To succeed, the organization must innovate and stay ahead of network modernization requirements. This involves delivering network observability services for their internal infrastructure, cloud-based services, and customer environments. By offering a comprehensive, turnkey managed network observability service, they can free clients' IT departments of the burden of building and maintaining intricate network monitoring systems on their own.

Jurgen Van Puyenbroeck, the unit manager for Simac's monitoring group, has nearly 30 years of experience at Simac. Since the early 2000s, he has been part of Simac ICT Belgium's monitoring team. Jurgen oversees and supports a team of engineers who are fully dedicated to ensuring the success of their customers and to optimizing the health of network environments of both Simac and its clients.

According to Jurgen, Simac monitors thousands of network devices for a range of clients. On any given day, the network team at Simac works with various data sources. Here are a few examples:

- To identify anomalies and assess bandwidth, they monitor NetFlow data that tracks network traffic details, such as IP addresses, ports, protocols, and application types.

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- To ensure optimal performance, they track device and network performance metrics, such as CPU utilization, memory usage, latency, and packet loss.
- They also manage additional information from logs, events, and configurations of routers, switches, firewalls, and cloud services.

While these sources provide critical insights into network health, availability, and performance, it is difficult to consolidate and interpret data from these diverse sources. To make sense of this diverse data and uncover patterns, trends, and potential issues, the team at Simac ICT Belgium required a robust network observability solution with a vendor-agnostic, open architecture that offered end-to-end network visibility. They needed a highly scalable solution that could quickly transform diverse network data into actionable intelligence, so they and their clients could resolve network issues before they had a negative impact on the user experience.

Solution

Enabling Rapid and Accurate Network Issue Resolution

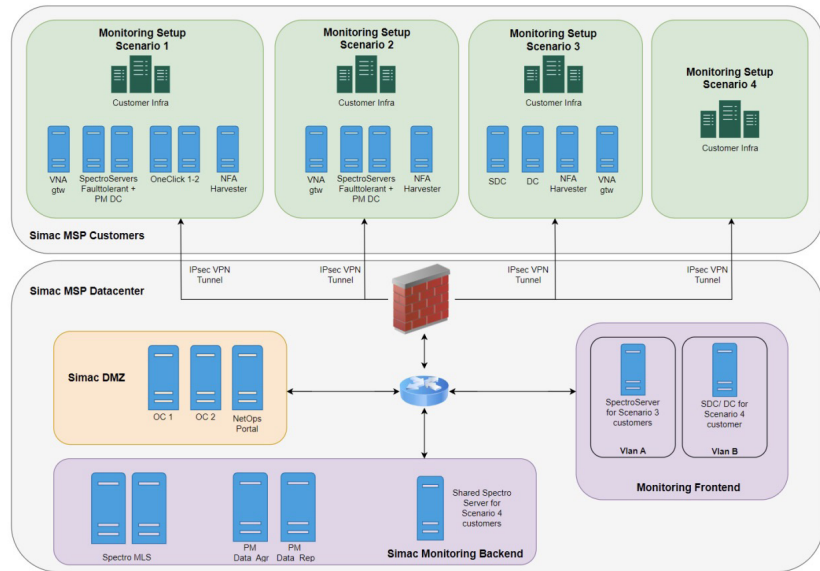
To meet their evolving requirements for modern network monitoring, the network team at Simac ICT Belgium uses Network Observability by Broadcom, a fully multi-tenant solution that enables MSPs of any size to manage multiple customer environments in an efficient and user-friendly fashion. Today, the solution provides the foundation for the company's managed service offerings. Their choice was rooted in the MSP's long-standing history of success with Broadcom solutions.

“The most compelling aspect is not just the solution itself, but the exceptional service we receive from Broadcom,” said Jurgen. “It's a great solution paired with outstanding service, which is crucial for us. This is why we continue to choose Broadcom; we receive fantastic service along with a fantastic solution.”

To overcome the challenge of managing diverse data, the team at Simac ICT Belgium has employed the Broadcom solution to establish the following approaches:

- **Unified platform.** They can leverage a unified platform that aggregates data from various sources. This simplifies network monitoring and analysis by providing a single pane of glass. The platform offers a real-time dashboard that enables the team to visualize NetFlow data alongside device metrics, providing a holistic view of network health and performance.
- **Topology mapping.** They have established a comprehensive network topology map that includes devices, links, and endpoints, and that overlays NetFlow data and performance metrics. This reveals correlations and potential bottlenecks.
- **Analysis and visualization.** The team can now perform deep-dive analysis and view a dashboard that features NetFlow trends, top traffic, and protocol distribution. With this visibility, the team can identify sudden spikes or unusual patterns. They can also monitor CPU, memory, and latency metrics on a performance dashboard, and set thresholds for alerts that enable proactive management.

“Now we get deep-dive information, whether it’s for NetFlow or wide-area network data, all brought together in one platform, one topology, one dashboard.”



Using Network Observability by Broadcom, Simac ICT Belgium gains network visibility and analysis tools across their internal, cloud, and customer networks, accelerating issue resolution.

- **Automation and alerts.** They have set up automated actions based on specific events. For example, the solution now triggers an alert when NetFlow data exceeds a threshold. They also leverage the solution’s advanced analytics capabilities to detect anomalies in NetFlow patterns or device behavior.
- **Active monitoring.** The team actively monitors business-critical applications, ensuring the connectivity and performance of customer-facing portals. Now, they monitor connections from the end-user perspective—so they can detect network degradation issues before they affect users.

“Now we get deep-dive information, whether it’s for NetFlow or wide-area network data, all brought together in one platform, one topology, one dashboard,” said Jurgen. “With Network Observability by Broadcom, you can see real-time status of NetFlow along with other network metrics. This overlay of data sources allows us to create comprehensive dashboards in the portal. These dashboards offer a complete view of the entire network delivery path, providing a significant benefit to our team and our clients.”

Benefits

Network Observability by Broadcom provides the comprehensive and unified visibility the network operations team at Simac ICT Belgium needs. This solution enables the team to reduce alarm noise, speed triage, and more effectively ensure their customer-facing portals deliver continuous availability, high performance, and optimal user experiences. By correlating NetFlow anomalies with device performance metrics, the team can quickly pinpoint issues, so they can speed resolution and minimize downtime.

The solution's proactive and actionable insights enable the network operations team to address potential problems before they affect clients. By regularly reviewing dashboards, they can stay ahead of emerging problems. A holistic view of network health ensures better managed network service delivery, and clients appreciate proactive monitoring and timely responses.

To learn more, please visit the [Network Observability by Broadcom for MSPs](#) page.

About Broadcom

Broadcom Inc. (NASDAQ: AVGO) is a global technology leader that designs, develops, and supplies a broad range of semiconductor, enterprise software and security solutions. Broadcom's category-leading product portfolio serves critical markets including cloud, data center, networking, broadband, wireless, storage, industrial, and enterprise software.

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