

SOLUTION BRIEF

NETOPS BY BROADCOM

Bringing End-to-End Network Visibility to Managed Service Providers

KEY BENEFITS

Optimize Network Operations to Reduce Service Delivery Costs

Reduce network operations complexity with advanced data-driven insights. Correlate data from alarms, faults, performance, flows, configurations, and logs. Actively monitor network delivery experience over paths to the cloud. This allows teams to gain the insights they need to reduce managed service delivery cost and improve mean time to repair (MTTR).

Accelerate Network Transformations to Fuel Revenue Growth

Deliver new services faster, resolve tickets at the first touch, and boost service availability. Validate your transformation across multi-vendor networks and software-defined environments. Prevent outages with dynamic configuration and change management.

Enhance Connected Experiences to Boost Customer Retention

Leverage active and continuous monitoring across the entire network delivery path to test every network hop and validate the user experience. Quickly identify and isolate the root cause of any issues, including those arising in third-party networks. This minimizes the impact on user experience and reduces MTTI.

Business Challenges

To prevent customer churn and fuel revenue growth, today's service providers have to strike a delicate balance. Whether they're managed service providers (MSP) or communications service providers (CSPs), these organizations must constantly ensure they're meeting service level agreements (SLAs), while also addressing growing customer demands for innovative, high-quality cloud-based services at competitive prices.

As more workloads continue to move to the cloud, these service providers face additional challenges. Today, customers' network delivery paths traverse their internal data centers, your environments, and the environments of a range of third parties, including cloud providers, ISPs, SaaS vendors, and more.

The problem is that too many IT operations and service delivery teams are relying on tools that aren't equipped for these networking realities. Historically, they've used tools that only monitor the health of the networks their customers use and the local area networks (LANs) and wide area networks (WANs) that they're managing internally. Consequently, they contend with monitoring blind spots introduced by this reliance upon external, multi-vendor, multi-cloud, and multi-technology environments.

These teams increasingly lack the visibility and control they need to monitor the entire network delivery path. This leaves them increasingly exposed to issues that can have a negative impact on network performance and user experience. The end result is that customers can have poor experiences—and that IT operations and service delivery teams won't ever notice.

The Requirements

To address these challenges, IT operations and service delivery teams at MSPs and CSPs need a solution that can provide full visibility into the health, performance, and availability of all network devices and services that customer services are reliant upon. Today, that means gaining comprehensive coverage not only of internally owned networks and customer environments, but delivery paths that span third-party, multi-cloud, and multi-vendor networks.

Further, these teams need application-level insights that reflect the network experience delivered to customers. By gaining the multi-vendor visibility required, teams can reduce mean time to innocence (MTTI)—and eliminate the unnecessary blame-game that can otherwise occur between customers, service providers, cloud providers, and other entities.

Solution Overview

NetOps by Broadcom provides the unified, end-to-end network visibility that your teams need to ensure your networking services continuously deliver optimized availability and performance and high-quality user experiences. The solution extends your monitoring reach beyond the borders of your data centers and those of your customers and into edge services, multi-cloud environments, and ISP networks. With these capabilities, your teams can optimize network operations, accelerate network transformations, and enhance connected experiences. The solution delivers the high scalability and multi-tenancy needed to support the network transformation initiatives of the largest MSPs and CSPs.

With the solution, your teams can track every hop across the entire network delivery path and spot any degradation point—from the customer site to the cloud service. With advanced, patented analytics capabilities, NetOps by Broadcom delivers actionable insights that fuel proactive network management. The solution enables your teams to more rapidly isolate issues and address emerging requirements for next-generation network technologies. With the solution, you can use a single console that provides end-to-end visibility across multiple domains, vendors, and technologies. As a result, the solution enables your teams to establish standardized, automated triage workflows, accelerate problem resolution, and tame the complexity of today's software-defined networks (SDN) and other modern technologies.

“With Broadcom, we can more effectively ensure we’re meeting our customers’ needs and helping them find success in their initiatives.”

—Alexander Zäh, Technical Team Lead for Network Monitoring, Fujitsu Central Europe

KEY CAPABILITIES

Optimize Network Operations

- Centralize the management of data, including alarms, faults, performance metrics, flow intelligence, configurations, and logs
- Equip operations teams with user experience insights
- Use advanced analytics to reduce alarm noise and expedite triage
- Leverage actionable insights driven by intelligent data collection and analysis

Accelerate Network Transformation

- Simplify triage across multi-vendor, SD-WAN and SASE networks
- Perform health diagnostics of both the overlay and underlay in SD-WAN environments
- Enforce device compliance with policy-driven configuration

Enhance Connected Experiences

- Actively monitor network delivery experience over paths to the cloud
- Track SaaS and cloud application traffic on any network
- Isolate the root cause of performance issues across customer, MSP, and ISP networks, speeding MTTI
- Establish proactive issue detection and rapid remediation, so you can fix issues before customers are affected
- Monitor modern networks using standard workflows

Leverage a Hardened MSP Platform

- Ensure network scalability, availability, and performance, supporting business growth
- Establish an open architecture that enables seamless OSS integration and automation
- Employ a multi-tenant solution that enables efficient, secure, and scalable support of your entire customer base



Fujitsu Central Europe Reduces Total Cost of Ownership by 75%

Fujitsu is a Japanese multinational IT company, serving customers across 100 countries. In Central Europe, Fujitsu delivers managed services to clients in such diverse sectors as finance, healthcare, and manufacturing. Their network team manages complex customer environments with thousands of devices. However, they grapple with several challenges. First, the absence of a unified dashboard hinders both customers and internal staff from effectively monitoring inventory, performance, and real-time network health. Second, Fujitsu lacked a solution capable of supporting massive volumes of data, which hindered their ability to analyze performance at the scale required.

By leveraging NetOps by Broadcom, Fujitsu Central Europe was able to increase operational efficiencies by improving monitoring processes, monitoring scale, and network configuration management practices. The team saw a 70% reduction in alarm noise, and now typically receives just five to 10 alarms a week. Further, they’ve gained the insights needed to retire redundant toolsets. As a result, their network operations center has realized a 75% reduction in total cost of ownership.

Related Products

DX NetOps. Gain unified, multi-tenant, and scalable network monitoring for traditional and modern software-defined infrastructures.

AppNeta. Monitor network performance from users’ perspectives, no matter where they are, which network they are using, or which cloud-based apps they access.

For more information, please visit broadcom.com/netops

About Us

Broadcom Inc. (NASDAQ: AVGO), a Delaware corporation headquartered in San Jose, CA, is a global technology leader that designs, develops and supplies a broad range of semiconductor and infrastructure software solutions. Broadcom’s category-leading product portfolio serves critical markets including data center, networking, enterprise software, broadband, wireless, storage and industrial. Our solutions include data center networking and storage, enterprise, mainframe and cybersecurity software focused on automation, monitoring and security, smartphone components, telecoms and factory automation. For more information, go to www.broadcom.com.