

Largest US telecommunication company builds agile ADC infrastructure

Client Information

One of the largest cable and internet providers in the world chose AppViewX help them meet their NetOps service delivery goals. This company's portfolio of network and IT products and services is strategically designed to ensure availability of core business applications.

Application Delivery Infrastructure

As one of the leading companies in the telecommunication industry, the company's application delivery controller (ADC) environment is critical to its business. The company operates a heterogeneous ADC infrastructure consisting of hundreds of ADCs. They have deployed more than 140 F5 Networks BIG-IP LTM devices and over 60 A10 Networks Thunder ADCs to ensure the performance, security and availability of both customer-facing and internal applications. The company has more than 500 network engineers working around the clock to manage this expansive and complex ADC infrastructure.

Solutions to Business Challenges

With hundreds of multi-vendor devices spread across distributed data centers, this client's network team faces numerous challenges when it comes to building an agile infrastructure that guarantees application uptime. They needed a solution that provides visibility to their application delivery infrastructure and enables self-servicing for the NetOps team. They ultimately turned to AppViewX's Application Delivery Automation Solution for its advanced ADC management and automation capabilities.

Automation of frequent backup and restore requests

With ADC changes happening all the time, the network team must schedule regular backups. However, their old manual approach is extremely error-prone, leaving room for costly outages and downtime. Performing backups is as challenging as processing a critical service request.

- AppViewX's Application Delivery Automation Solution enables the automation of backups. This client's network team leveraged the platform's scheduling capabilities and automated what were previously manual backups, saving their network teams significant time and effort.
- By saving an inventory of device backups, AppViewX's Application Delivery Automation Solution helps to store configuration data centrally, enabling quick and easy searches for various teams.

Industry

Telecommunication

Challenges

- Frequent backup requests
- Lack of visibility

Benefits

- Reduced application downtime
- Faster troubleshooting

Application-centric visibility using *Control Center topology view*

During any application outage, the network team must scramble to identify the affected virtual server to trace a new route for the application. Without the help of automation solutions, they must manually ping the applications' domain names to check each IP address. This process is extremely time-consuming and cumbersome, and as an internet service provider company, this client is already loaded with hundreds of similar requests every week. Without complete network visibility, companies like these are prone to costly application downtime they can't afford.

- The *Control Center topology view* gives teams, visibility into the heterogeneous application infrastructure which allows them to troubleshoot application-related issues and outages faster.
- The topology view provides a network map of the F5 and A10 ADC infrastructure with its complete hierarchy. The network team can recursively look up the pool members (end servers) where multiple devices are handling traffic for the application.
- With the historical data of virtual server connections, this client analyzed the traffic flow of a particular virtual server and proactively planned to deploy new services based on this information.

Customizable outage alerting helps teams stay ahead of the game

When a virtual server goes down, it poses a huge risk to the critical applications it hosts. Though the client's network team used an internal alerting tool, they could not view any data or specifics related to their F5 and A10 devices when something failed. This increased application downtime, which had a significant impact on the business.

- When a virtual server is down or a similar event is recorded, an alert is triggered to the endpoint (internal alerting tool) by AppViewX's Application Delivery Automation Solution.
- With AppViewX's Application Delivery Automation Solution, the client gained complete visibility into the outage and the details related to the application's status.
- AppViewX recognizes any change made to a device within seconds and will prompt the sending of information via customized alerts to a designated endpoint.

Advanced reporting for capacity planning

Improperly managed ADC devices inevitably give way to unnecessary overhead expenses. Without a centralized approach and the large amounts of network traffic crossing its ADC devices, the client's application team was finding it difficult to track device usage and plan for new demands.

- The network team grouped all the devices into multiple data center groups and analyzed the health of the device using AppViewX's Application Delivery Automation Solution's advanced reporting capabilities.
- They leveraged CPU and bandwidth utilization data to enable efficient capacity planning on the ADCs.

Business Benefits

- The comprehensive topology view offered by AppViewX resulted in faster troubleshooting times and, more critically, reduced application downtime.
- Using AppViewX, diagnosing outages was simple, and tracing outages took minutes, not hours.
- The ability to receive real-time application state and status reduced operational cost.

About AppViewX

AppViewX is revolutionizing the way NetOps and SecOps teams deliver services to Enterprise IT. The AppViewX Platform is a modular, low-code software application that enables the automation and orchestration of network infrastructure using an intuitive, context-aware, visual workflow. It quickly and easily translates business requirements into automation workflows that improve agility, enforce compliance, eliminate errors, and reduce cost. AppViewX is headquartered in Seattle with offices in the U.S., U.K., and India. To know more, visit www.appviewx.com.

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