

## SOLUTION BRIEF

# EXPERIENCE DRIVEN NETOPS

Delivering Network Visibility Anywhere from the End-User Perspective

## KEY BENEFITS

### Expand Network Visibility

Gain effective end-to-end network monitoring and comprehensive visibility from the user perspective, all the way to the cloud – across networks most companies do not have control over.

### Protect Digital Experience

Leverage active testing of network delivery to validate end-user experience and improve Mean Time to Innocence (MTTI) when third-party networks have performance issues.

### Innovate @ Scale

Enable multi-edge monitoring, harnessing the speed and the volume of next-generation software-defined network deployments that drive innovative use cases and differentiated business services.

### Optimize Network Operations

Remove the complexity of modern network management by correlating relevant data like alarms, fault, performance, flows, configurations, and logs, along with active end-user experience testing and SaaS-based machine learning to make intelligent decisions and troubleshoot quickly.

## Business Challenges

The diffusion of the digital economy across the world has been significantly accelerated by recent events related to the COVID-19 pandemic. From employees working from home, virtually provided healthcare, through a massive shift to online commerce, businesses from all types have undergone evolutionary changes. But even after the pandemic, most analysts agree that a large proportion of activities will permanently shift online or to remote working, making digital readiness a strategic investment to reduce risk and get prepared for next-gen business models.

As digital initiatives become even more critical to lines of business, the hastened digital transformation has introduced new challenges to the traditional network infrastructures. Increasingly, the network is no longer solely owned by the IT organization, instead relying on the home infrastructure, the internet broadband, SaaS and public cloud networks. The new hybrid workforce model has increased the complexity of the interconnected business, calling for borderless operational visibility from workers' homes, to the cloud, to the data center.

However, most organizations have gaps for monitoring cloud systems and remote work environments, leading to increased mean-time-to-repair when issues occur remotely or involve a mix of third-party and on-premises networks. The times when it was enough to have a monitoring tool dedicated to checking the corporate LAN and WAN health is over. Network monitoring must reach services beyond the edge of the datacenter infrastructure; it must also provide application-level insights that correspond with the digital experience delivered to end-users and customers.

## Solution Overview

Broadcom Software delivers the unified end-to-end network visibility needed to understand, manage and optimize the performance of digital services running on traditional and modern software-defined network architectures. The solution extends your monitoring reach into edge services, multi-cloud, and ISP networks, letting you see every communication path and degradation point from the core network to the end-user.

With patented AI and ML capabilities, Broadcom Software delivers a solution that fuels intelligent insights, boosting organizations' readiness to manage emerging requirements for next-generation network technologies. The single console enables holistic awareness across domains and vendor technologies, helping to break down monitoring data silos, expedite issue remediation, and reduce operational complexities.

The only solution in the market integrating both dimensions of network monitoring and digital experience monitoring, Broadcom Software ensures the most comprehensive visibility into every aspect of modern network delivery of the digital experience. Your monitoring strategy is closely aligned with key business outcomes, improving user experience and making the IT organization a better partner driving accelerated digital transformation.

## Related Products

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

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

## KEY CAPABILITIES

Actively test network delivery from end-user experience perspective

Track SaaS and cloud application traffic on any network

Isolate performance issues to ISP and cloud providers

Monitor high-scale and multi-vendor networks

Use AI to reduce alarm noise and expedite triage

Produce meaningful insights driven by robust data collection and intelligent analysis

Unify the monitoring of your internet access infrastructure

Enforce device compliance with policy driven configuration

Control VPN utilization and SASE access

Measure detailed e2e user experience from any location

Centralize the management of alarms, fault, performance, flow, configuration and logs

Make the most of real-time data to re-architect traffic flow



## Oil Services Company Ensures Reliable Remote Work Experience

This company supplies the oil industry with a comprehensive range of products and services. Like many organizations in 2020, the company decided to have most of its employees work from home and restrict all nonessential business travel. The network operations team immediately picked up the effort of scaling operations to meet the vastly increased load being placed on its VPN connectivity infrastructure.

Using Broadcom Software, the company implemented dashboards offering network administrators an easy and efficient way to gain insights into employees' work-from-home experience. The team was able to anticipate network capacity requirements, set thresholds on the percentage of tunnel utilization, and receive alerts on any breaches before users started to experience issues. Previously, the network operations needed to support 10,000 users. Quickly and thanks to improved operational visibility from Broadcom Software, they could scale up infrastructure to meet the needs of 60,000 employees and ensure a reliable work from home experience.



To learn more about our NetOps solutions, visit: <https://www.broadcom.com/netops>

### About Us

Broadcom Software is a world leader in business-critical software that modernizes, optimizes, and protects the world's most complex hybrid environments. With its engineering-centered culture, Broadcom Software is building a comprehensive portfolio of industry-leading infrastructure and security software, including AIOps, Cyber Security, Value Stream Management, DevOps, Mainframe, and Payment Security. Our software portfolio enables scalability, agility, and security for the largest global companies in the world.

For more information, visit our website at: [software.broadcom.com](https://software.broadcom.com)

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