

Case Study

Technology Solutions Provider Creates Virtualized Call Center Recording System and Empowers IT Operations Team



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CHRIS JONES

IT Operations Manager, Paladin Technologies

Challenges

- Creating a virtualized call center recording system
- Meeting requirements to maintain certification status as a monitoring station
- Gaining visibility for troubleshooting application performance and security issues

Solution

- GigaVUE® V Series
- GigaVUE-FM

Customer Benefits

- Orchestrated an entirely virtualized call recording system
- Saved the company from having to invest in physical infrastructure and equipment
- Gained visibility into the network for performance and security monitoring and troubleshooting
- Empowered the IT operations team to do more on their own without help from engineers

About the Customer

Paladin Technologies is a premiere systems integrator that designs and deploys sophisticated integrated technology solutions and infrastructure. It specializes in security, video surveillance, audiovisual systems, and networking solutions. The company serves a wide range of industries, including utilities, commercial real estate, government, healthcare, education, hospitality, and transportation.

Founded in 1976 as part of the Paladin Group of Companies, in Vancouver, British Columbia, the company has grown rapidly and expanded across the North American continent, serving customers throughout Canada and the U.S. from 35 local field offices. Chris Jones, IT Operations Manager, has 25 years of experience in IT and has been with Paladin Technologies for the past 13 years. He oversees the organization's network infrastructure, data center services, and supports the IT Operations team. The IT Operations team includes three dedicated systems administrators who manage the hybrid environment, which includes various cloud applications and services used by most employees, and the on-premises data centers. Two full-time staff members handle network operations, while the IT Service Desk team focuses on providing IT support to colleagues within the organization.

Business Challenge

To comply with requirements set forth by [Underwriters' Laboratories of Canada](#) (ULC) and to maintain its status as a ULC-certified monitoring station, Paladin Technologies was looking to modernize the way they manage recording of customer voice calls from its two call centers.

If the company were to follow the traditional route, creating a new call center recording system would have required the company to invest in numerous physical servers and additional infrastructure. As an alternative, Jones looked at deploying Gigamon as a flexible, cost-effective, and elegant solution paired with their Nutanix compute environment.

In addition to the call center recording system, Jones saw that Gigamon would be equally as important for other use cases. "The call recording system is why we first started looking at Gigamon," he notes. "At the same time, I wanted to have tools to empower our IT Operations team to diagnose issues in the data center and cloud. We were looking ahead to provide tools for troubleshooting application performance and security issues in addition to addressing the immediate needs for our monitoring operations team."

Resolution

Though still in the testing, preproduction phase, Jones says "We are leveraging the orchestration and integration between Gigamon and our Nutanix virtualized environment, which assists in automating spinning up and tearing down the fabric. We can create customized monitoring sessions for the call recording system and also provide our systems administrators with role-based access to create monitoring sessions for troubleshooting and observability." Paladin deployed the GigaVUE V Series observability nodes for processing and distributing network traffic and the web-based management tool GigaVUE-FM.

Jones explains the technical details of how they accomplished this setup with the help of the Gigamon technical team: "We're using ERSPAN [encapsulated remote switched port analyzer] to send the network SPAN data to Gigamon from our physical switches. From there, we're able to create monitoring sessions in Gigamon to merge the data from the PRI gateway (ERSPAN) and VoIP controllers (vTAP) and finally tunnel the combined network data to an interface on the voice recording server."

Jones appreciates how the solution is all virtualized, and the ERSPAN didn't require installing any physical hardware outside the virtualized network. "We were even able to bring SPAN traffic from a physical device into the virtualized environment using the switches we already have," says Jones.

Benefit

With the immediate challenge solved, Jones looks forward to leveraging Gigamon to provide deep observability for additional security and performance analysis needs. He sees it as a way to empower his IT operations team to do things on their own. Because Gigamon is very visual, his system administrators can use it to troubleshoot application issues without having to get a network engineer involved or having specialized skills.

“The observability aspect of Gigamon gets us into the packet level to diagnose security, performance, or application issues. It widens the lens for troubleshooting application/performance issues. We’re still in the early stages, but, in time, we’ll be able to leverage that capability even more,” he says.

Apart from increasing agility within his team, Jones foresees that the Gigamon implementation will have other positive business outcomes, such as improving overall security and solving call center challenges at two of their data center locations.

Jones remarks, “The value of Gigamon is that it’s touching so many different areas. There’s a lot of flexibility in how you can use it for troubleshooting and for daily production use... I see that down the road, it will provide great value because it’s going to be used across multiple areas within our IT environment, including visibility into our cloud services.”

About Gigamon

Gigamon offers a deep observability pipeline that harnesses actionable network-derived intelligence to amplify the power of observability tools. This powerful combination helps IT organizations to assure security and compliance governance, speed root-cause analysis of performance bottlenecks, and lower operational overhead associated with managing hybrid and multi-cloud IT infrastructures. The result: Modern enterprises realize the full transformational promise of the cloud. Gigamon serves more than 4,000 customers worldwide, including over 80 percent of Fortune 100 enterprises, nine of the ten largest mobile network providers, and hundreds of governments and educational organizations worldwide. To learn more, please visit gigamon.com.



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