



CASE STUDY

Company:

Bouygues Telecom

Industry: Telecommunications

Key Issues:

- Need for single-dashboard insight into network
- Limited ability to detect performance issues
- Need for improved testing and troubleshooting

Solutions:

- Hawkeye™ management server powers proactive monitoring
- XR2000™ probes assess network and application performance

Results:

- Optimized network performance and reliability
- Better understanding of impact of network changes
- Improved quality of experience for users

CUSTOMER GAINS NETWORK AND APPLICATION INSIGHTS AND BOOSTS PERFORMANCE

LEADING FRENCH TELECOM PROVIDER ENHANCES VISIBILITY AND TROUBLESHOOTING

Bouygues Telecom is a leading French mobile phone, Internet service provider, and IPTV company. Headquartered near Paris, Bouygues Telecom depends on a network of more than 10,000 devices to power a wide variety of services for its customers.

To stay competitive, Bouygues Telecom needs to deliver consistently superior performance for its end users, as well as dependable operation. But keeping its large, complex network running at its best was a challenge. Real-time Internet services can be seriously impacted by bottlenecks and other hard-to-pinpoint issues in the network. The provider also lacked the tools and visibility it needed for insight into the health of its network.

“We needed a better way to summarize the performance of our network in one dashboard,” says Adrien d’Ussel, Head of IP Network Performance at Bouygues Telecom. “We also wanted to make it easier to detect performance issues before they could impact our customers. And we required better testing to detect and troubleshoot potential problems on our network.”

D’Ussel adds, “The Hawkeye™ solution enables us to perform a diverse array of tests, which is very useful. It also enables us to aggregate our test results to provide better insight into the health of our network infrastructure, all in one view.”

DELIVERING IN-DEPTH MONITORING AND TESTING

To gain the insight it required, Bouygues Telecom deployed Hawkeye, the industry's leading network and application assessment tool.

Hawkeye makes it easy for Bouygues Telecom to assess and troubleshoot its network and applications before and after deployment. Designed specifically for IT and Telecom teams, the solution enables organizations to confidently assess the performance and reliability of applications running on wired, wireless, and virtual data centers. With Hawkeye, Bouygues Telecom operations teams can capture network diagnostics virtually anywhere, using a web browser.

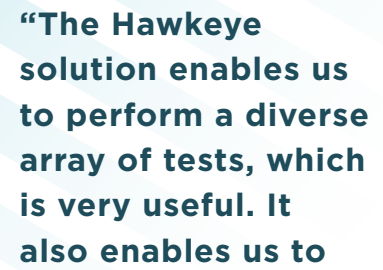
A COMPLETE SOLUTION SPANNING THE ENTIRE NETWORK

Bouygues Telecom deployed its Hawkeye management virtual server in its secured data center. It also deployed XR2000™ Active Monitoring Probes in different network locations on physical and virtual devices. These hardware and software probes enable assessment and monitoring of network and application performance in only two clicks.

Every 15 minutes, the organization's probes launch Internet Control Message Protocol (ICMP) ping tests across 7,000 devices spanning its entire mobile network. The probes also regularly monitor access to the 3,000 devices in Bouygues Telecom's fixed access network.

Bouygues Telecom chose Ixia's solution based on Ixia's deep technical experience in testing, and its ability to support software-based network monitoring. Ixia software was flexible enough to accommodate specific requirements for the Bouygues Telecom data model and also fit an integration of the data with the existing data mining infrastructure.

Ixia worked closely with Bouygues Telecom to maximize the solution's scalability and upgrade its data model to obtain the best possible performance to get quick access to the vast amount of data points provided. Ixia also optimized the Hawkeye filters to boost results and enable fine granularity investigation of network performance.



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MONITORING THE STATS THAT MATTER MOST

With its Hawkeye solution in place, Bouygues Telecom has the tools it needs to understand what's happening at every level of its network.

"We can monitor latency, jitter, packet drop, and the availability of the entire network," says d'Ussel. "In addition, we're able to detect performance issues on the network more quickly."

The solution also provides a diverse array of tests that help the provider troubleshoot specific issues like Internet Group Management Protocol (IGMP) problems.

BETTER MONITORING FOR A BETTER USER EXPERIENCE

Hawkeye provides a wide range of features and capabilities that other, more limited testing tools can't match.

"Hawkeye lets us launch a massive number of tests to gain a global view of the network performance," says d'Ussel. "It also provides a GUI that makes it easy to access, view, filter and study the results contained in the database."

The Ixia solution lets the provider build reports both automatically and manually to communicate specific performance criteria to engineers and management.

Together, these capabilities help Bouygues Telecom meet its goal of delivering the best possible experience for users of its Internet services.

"Hawkeye has enabled us to launch and conclude two recent investigations," says d'Ussel. "The results revealed that recent modifications to the IP network had had negative effects on latency."

LOOKING AHEAD

After successfully deploying its comprehensive network monitoring and testing solution, Bouygues Telecom is looking forward to expanding its use of Hawkeye to gain visibility into additional areas of its network.



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“We are planning to move beyond our focus on ICMP pings, and use and evaluate other real-time tests available from Hawkeye,” says d’Ussel. “We’re working closely with Ixia’s support organization, and we’re confident that the solution will continue to meet our needs in the future.”

ABOUT IXIA

Ixia provides testing, visibility and security solutions, strengthening applications across physical and virtual networks for enterprises, governments, service providers, and network equipment manufacturers.

IXIA WORLDWIDE HEADQUARTERS

26601 AGOURA RD.
CALABASAS, CA 91302

(TOLL FREE NORTH AMERICA)
1.877.367.4942

(OUTSIDE NORTH AMERICA)
+1.818.871.1800
(FAX) 1.818.871.1805

www.ixiacom.com

IXIA EUROPEAN HEADQUARTERS

IXIA TECHNOLOGIES EUROPE LTD
CLARION HOUSE, NORREYS DRIVE
MAIDENHEAD SL6 4FL
UNITED KINGDOM

SALES +44.1628.408750
(FAX) +44.1628.639916

IXIA ASIA PACIFIC HEADQUARTERS

101 THOMSON ROAD,
#29-04/05 UNITED SQUARE,
SINGAPORE 307591

SALES +65.6332.0125
(FAX) +65.6332.0127