

# Reduced MTTR for Orange Slovensko with Cubro Network Packet Brokers



Sector > **Telecom**

## **Challenge**

To reduce the mean time to resolution (MTTR) and eventually provide better customer experience during the constantly evolving network environment.

## **Solution**

Cubro's EX484-3 network packet brokers provided complete network visibility and intelligent filtering solutions. The solution was integrated with Cubro network TAPs and Cubro Vitrum.

## **About Orange Slovensko**

Orange Slovensko is the largest mobile operator in Slovakia. In the domestic market, the company has been in business for more than 20 years and built a stable leader position with almost 3 million customers. Worldwide, Orange has 269 million customers which makes it the world's leading telecommunications operator.

Orange provides its mobile services through a 2G network that covers 99.8% of the population, through a 3G network with a maximum speed of 42Mbit / s and 4G networks with speeds of up to 225Mbit / s. Orange's 4G network is already available for more than 90% of the Slovak population, while Orange is the operator's highest combined broadband internet coverage among all operators. Orange Slovensko is the first telecommunications operator in Slovakia to launch a state-of-the-art new generation FTTH (Fiber To The Home) which currently covers more than 401,000 households in 37 cities and towns in Slovakia. Orange also provides fixed internet and digital television via DSL technology, which is available in most of Slovakia.

### Customer Review

“In one of the used cases, we were able to extract specific traffic from network equipment which was broken with the help of Cubro Packetmaster. We provided the information to the vendor, and this greatly decreased the time for resolving the issue.” – Karol Skolar, ITS Senior Engineer, Orange Slovensko

## Network Visibility Challenges

Orange Slovensko was deploying EPC technology, and it was essential to have complete network visibility while migrating the technology to the 4G network. During the implementation of EPC, it was a must to have complete network visibility and identify any issues in the network which could affect the customer experience. Orange Slovensko is a market leader and has always stressed on high-quality user experience. During the migration of technology, it was crucial that the monitoring tools performance was optimised.

The second challenge that Orange Slovensko faced was due to the complexity of network which is continually changing. The operator needed more advanced filtering for better troubleshooting and eventually providing a better customer experience.

## Technical Solution

Cubro EX484-3 provided the right solution during EPC deployment. The Packetmasters filter specific network traffic to a specific monitoring tool in order to optimise security and traffic flow. The telecom operator is able to filter on actionable data only, which allows the network tools to analyse much more efficiently. Orange Slovensko has also deployed OptoSlim TAPs. Network TAPs are essential for gaining access to traffic on the wire so that it can be sent to monitoring and security tools.

Cubro network visibility tools are middleware between network equipment and monitoring ports which gathers necessary traffic and processes it in the necessary format for monitoring tools. To simplify the management of all the network packet brokers, Orange Slovensko uses Cubro Vitrum Management Suite. This versatile network management software offers network topology visualisation. The Vitrum can control - update, restore and backup multiple Cubro Packetmaster devices, and provide statistics and health overview.

“Network packet brokers provide the source of the information as they are the first points in the chain of data we process. Having

central management at this point is key to be sure that we process all of the data. With Grafana in Vitrum, we are able to monitor throughput on inputs from splitters and outputs to probes. This provides the ability to quickly identify anomalies in the data chain. You can run without central management until you achieve the moment when you can't. And we just achieved this moment - the scale (in terms of the amount of packet brokers), that is unable to manage without management suite. So Cubro came with Vitrum just in time." – Karol Skolar, ITS Senior Engineer, Orange Slovensko.

## Business Benefit

Cubro's network visibility devices have helped Orange Slovensko to supervise network much more effectively. The tools trigger alarms which assist in monitoring the quality of network. Using Cubro Packetmasters the telecom operator can aggregate and filter specific traffic which prevents overloading of monitoring tools and make them more efficient. The business benefits of using Cubro solutions include:

1. Improved troubleshooting
2. Reduced MTTR
3. Enhanced customer experience
4. Increased work productivity

## About Cubro

Cubro Network Visibility is a leading vendor of Network Probes, Network Packet Brokers (NPBs), Network TAPs, a partner of the world's largest telecom companies, and has installations in enterprises on all continents. Our mission is to provide simple, flexible and most reliable network visibility solutions to our customers. We offer a full portfolio of network visibility products which can help organisations to gain insight into their network traffic. We are continually developing new products and features. Our head office is in Vienna/Austria. We offer best customer support in all time zones through our other offices located in Europe, North America, Asia and Japan.

The EX484-3 is ideal in environments where tools are connected via 10G links. Multiple 40G ports also offer the possibility to create a high-bandwidth backbone between Packet Brokers or backhaul to and from remote sites. The high port density, session-aware load balancing, and tens of thousands of filtering rules at the users disposal combine to make the EX484-3 a device which can support large amounts of monitoring and security appliances or grow with an organisation as they transition into 40G infrastructure.

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