# Leading Payment Service Provider Chooses Optanix

Optanix ensures reliable network connectivity across more than 20 countries

This Optanix customer is one of the world's largest payment service providers. With thousands of employees in more than 20 countries around the world, the company relies heavily on its global network. Service disruptions are not an option – the company needs reliable connectivity 24x7, 365 days a year to support the business and more than 6 billion payment transactions annually.

A strategic move to form this company out of what had previously been an integrated business unit resulted in the urgent need to implement and scale independent IT services to support its new global network. However, an in-house NOC wasn't an option – while the new company had network design engineers, it didn't have the experienced staff needed to manage its mission-critical network infrastructure. It also lacked a comprehensive operational management platform, with only disconnected open-source monitoring tools to keep its data services up and running.

## Why the Customer Chose Optanix

After evaluating its options, the company chose Optanix to manage its data network. It selected the Optanix Platform and IT Management-as-a-Service (ITMaaS) because of the comprehensive Cisco device coverage offered by these solutions, as well as the support offered for Aruba, Arista and Juniper equipment. Experienced Optanix engineers could also quickly add additional device support by creating Advanced Logic Profiles – intelligent rule sets that automatically pinpoint the root cause of issues within seconds

Reliable Networks

Additionally, Optanix could onboard the company to managed services quickly and deliver the stringent service levels it needed.

## How Optanix Worked with the Customer to Deliver Success

The company had a hard deadline to have a new monitoring and support strategy in place when its new global network went live. Optanix committed to an aggressive service activation date and worked closely with the company to make the transition a success. During this process, Optanix:

- Adapted its support processes to create complete alignment with the company's operational needs.

- Fully documented the company's network, including sending teams onsite for knowledge transfer.

- Built strong relationships with local company contacts, ensuring an effective global rollout.

- Added support for Oracle Session Border Controllers (SBCs) to the Optanix Platform.

- Deployed the Optanix Platform across multiple sites in a full disaster recovery configuration to ensure mission-critical monitoring and managed services availability.

## Highlights

### Customer Overview

- Leading payment service provider
- Mission-critical global data network
- 1,100 devices in 59 company locations
- 35 IT team members have full access to the Optanix Platform
- Environment consisting of Cisco, Aruba, Arista, Juniper and Oracle infrastructure

### Why Optanix?

- Comprehensive device monitoring and managed services
- Ability to add new device support quickly and easily
- Achieves stringent service requirements
- Ability to onboard quickly

### The Results

- 33 seconds Mean Time to Notify (MTTN)
- 97% reduction in incident volumes
- Proactive response to 94.4% of incidents
- 23K+ incidents managed by the Optanix Platform and Support Center
- 100% platform availability
- Mean Time to Resolve (MTTR) of 1hr 42m for localized incidents
- MTTR of 2hrs 37m for widespread incidents
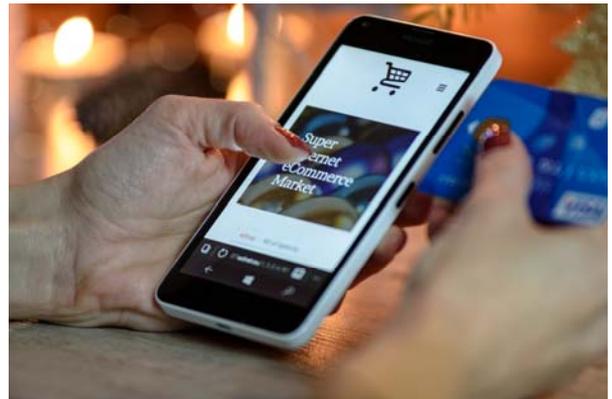
### Additional Value-Added Services

- Carrier Management
- Equipment Vendor Management
- Problem Management

![Optanix logo]

## The Results

At go live, the Optanix Platform managed nearly 600 devices across 27 company locations. Those numbers rapidly expanded to more than 1,100 devices in 59 locations – proof of the success of the service engagement. And the results have been impressive:

- It takes an average of only **33 seconds** for the Optanix Platform to notify the Optanix Support Center of the precise cause of a network issue following its automated root cause determination. Because of this, the Optanix engineering team resolves many incidents before the company experiences a business impact.

- The Optanix Platform has **reduced incident volumes by 97%.** By automatically validating incidents before they are raised, the Optanix Platform suppresses false positives and ensures that Optanix engineers quickly engage at the source to resolve real network issues.

- The Optanix Support Center **proactively responded to 94.4% of incidents** without the customer having to report them.

- **Incidents are resolved quickly**. For example, the MTTR for localized incidents is just 1 hour and 42 minutes, and the MTTR for widespread incidents is just 2 hours and 37 minutes.

According to the customer, "*This is the best NOC we have ever had. Optanix is doing a really great job.*"



## Additional Value-Added Services

In addition to providing 24x7 monitoring and managed services, Optanix also provides the company with a range of other value-added services. These include:

- **Carrier Management:** The company uses many carriers to provide global connectivity. Optanix manages all operational engagements with carriers as part of the support and maintenance process, resulting in significant time saved for the company. It has also improved network stability – for example, when the company's network experiences a BGP circuit issue, Optanix consistently follows up with the carrier to determine the reason for the outage (RFO).

- **Equipment Vendor Management:** Optanix also manages the company's operational interfaces with multiple equipment vendors. This includes engaging vendors for support when resolving incidents, as well as handling RMA processes when defective equipment needs to be returned to the manufacturer.

- **Problem Management:** In addition to proactive incident management services, Optanix provides ITIL problem management services to the company, driving continuous improvement in the quality of its data communications infrastructure. For example, Optanix identified a systemic overheating issue with the customer's Juniper routers, allowing the customer to install additional cooling units at multiple locations to prevent premature failures from occurring.

## About Optanix

Optanix is leading the advancement of predictable IT in today's hyper-competitive digital economy – where predictable service delivery has never been more vital. Optanix offers a patented approach to proactively optimizing the service delivery infrastructure behind critical business services so IT organizations can filter out the noise, focus on what matters, and drive operational success – ensuring the highest levels of reliability, security, and availability. The Optanix Platform accelerates root cause through an average 1,000,000:1 reduction in events, generates a 50% reduction in

remediation times, and enables first-time fix rates of over 90%.

Hundreds of customers, including the world's top financial institutions, media and technology companies, and agencies of the federal government, rely on Optanix's proven platform and IT Management-as-a-Service (ITMaaS). The battle-tested Optanix Platform – powered by Advanced Logic Profiles – and suite of accompanying SaaS and ITMaaS services are delivered through industry-leading channel partners, who benefit from our turnkey solutions and extensive IT automation experience.