

Global Banking Giant Achieves Zero Latency on Monitoring Technologies



Major Banking and Finance Company HSBC Chooses Network Critical to Monitor Their International Network

Summary

Our client, an international banking giant, is optimizing their advanced network to achieve excellent user experience. There are many critical metrics when evaluating the performance of their network, but perhaps the most important is achieving zero latency. This is because having latency in the financial industry can weaken banks' monitoring performance and cost them billions of dollars. Network Critical provided SmartNA TAPs and Fiber TAPs to help achieve zero latency and perfect their network monitoring performance.

The Challenge

With major technical challenges of providing millions of customers who are spending, transferring and depositing money every day, it is vital for HSBC finances to be updated in real time so that customers can make informed decisions on money going in and out of their accounts.

Customer perception is also a challenge that must be addressed when Network Managers and IT Directors are choosing their network monitoring and performance tools as their customers need to be satisfied with the service in order to remain loyal.

Fiber TAPs on fiber links where latency was an issue at a global scale was another challenge, as the huge amount of traffic being generated by millions of users each day meant installing new solutions needed to be done with zero impact on the network. The Network Critical solutions needed to be installed all around the world, from the UK to Hong Kong, making for a

"I had great pleasure in working with HSBC and their senior network teams to create and deploy a unique global visibility network that maximizes their current and future monitoring requirements."

Senior Technical Consultant

big challenge to get these solutions installed remotely, all within a short period of time.

HSBC therefore faced a challenge of achieving zero latency in their network whilst having no impact on the network to avoid any interruptions. This, along with global monitoring technologies to be achieved with cost effective solutions.



Network Critical
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“Network Critical’s solutions compliment HSBC’s environment perfectly - combining the zero latency with modular functionality and features to maximise their network performance reporting. This resulted in HSBC being able to continue to provide to their customers with first class service while ensuring security and efficiency.”

Senior Technical Consultant

Network Critical Solution

HSBC had a requirement to deploy multiple tools for Application and Network Performance Monitoring (NPM), on a global scale, which gives them the power to troubleshoot issues and minimize network downtime. In order to deploy these technologies, the company chose Network Critical Passive Fiber Optical TAPs.

These Fiber TAPs create a passive connection to links passing full duplex traffic, including errors, ensuring a complete copy of the traffic is sent to monitoring and security tools without impacting live traffic. This is accomplished by splitting the optical budget allowing a predetermined amount of bandwidth through to the live network and sending the balance to the tools. All live traffic passes through the TAP at full speed while a complete mirror copy of the traffic is sent to the monitoring tools.

These optical TAPs use no power so there is no risk of the network being impacted as a result of power glitches which can be a problem in remote locations. Further, the Optical Fiber TAPs allow the highest port density in the industry: saving valuable real estate in space restricted locations.

The SmartNA network TAP was also installed

for tapping and aggregation with probes to measure the performance of their networks against various Service Level Agreements (SLAs) and performance for their customers. Network Critical deployed these TAPs to feed into local aggregation switches which in turn fed into network monitoring probes.

This modular TAP approach enabled HSBC to operate their network with a configurable, interchangeable and hot-swappable solution which is available in a variety of port combinations.

Solution Benefits

Network Critical provided a simple yet intelligent solution that enabled the company to operate on a high level of service assurance and robust protection against threats that can cause significant monetary losses. Using failsafe Passive Optical Fiber TAPs from Network Critical allows HSBC to operate under zero latency, with zero impact on the network, along with accurate monitoring and complete visibility from the SmartNA modular TAP system.

About Network Critical

Network Critical is an industry leader in

network access technology. Our quality 1/10/25/40/100/400G modular TAP and Packet Broker solutions ensure that our customers have continuous network visibility. Network Critical products eliminate any concerns of downtime and our unique scale-out capabilities enable simple, cost effective expansion, as network and port density requirements grow.

The health of your network is always secure with Network Critical products. Our fully flexible range of TAPs and Packet Brokers are used with IDS, IPS, network traffic monitoring tools, sniffers and many other mission critical appliances, to provide 100% network visibility with zero packet loss.

With over 20 years experience, a number of industry “firsts” and a reputation for excellent customer service, Network Critical's solutions are widely used in global networks across a wide range of sectors including Finance, Telco, Government, Energy and Healthcare. For more information, visit <http://www.networkcritical.com>.

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