

*“The GigaVUE enabled us to easily direct, manage, and record VoIP traffic, allowing us to enhance our training and maintain the highest levels of customer satisfaction.”*

Ron Rivet, Amica Network Engineer



## Introduction

Amica Insurance is the oldest mutual automobile insurance company in the U.S., but also offers home, marine, and personal umbrella liability insurance. Life coverage is available through Amica Life Insurance Company, a wholly owned subsidiary. Amica’s mission is to enhance the financial security of their customers by offering personal insurance protection and other related services at the lowest reasonable cost, consistent with sound financial management. They recently received a J.D. Power and Associates award for “Highest Customer Satisfaction Among National Auto Insurers” for the 11th year in a row.

### Business Challenge:

Amica Insurance strives to have the highest rated customer satisfaction in the highly competitive home and car insurance market. To achieve this satisfaction, Amica records VoIP customer calls of over 1,000 available customer support agents. These recordings are used for training purposes to help their staff support agents and maintain the highest levels of customer service. In order to provide that level of customer service and satisfaction, several storage servers are required for recording, but the existing call monitoring and recording server only offered a single link to the call recording storage archive.

### Challenge:

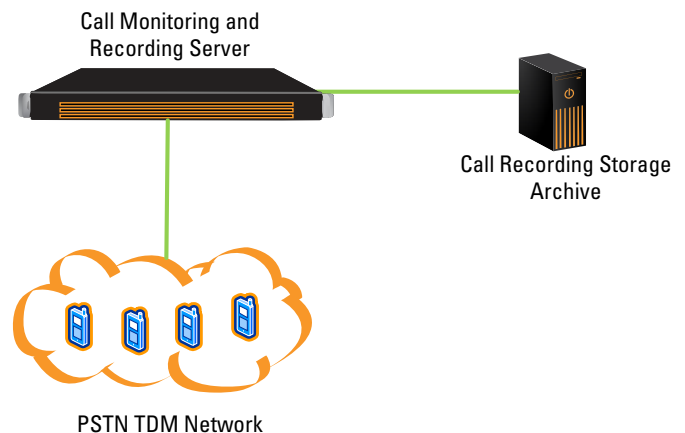
- Replicate & filter VoIP traffic for recording to enhance customer experience

### Resolution:

- GigaVUE Data Access Switch from Gigamon

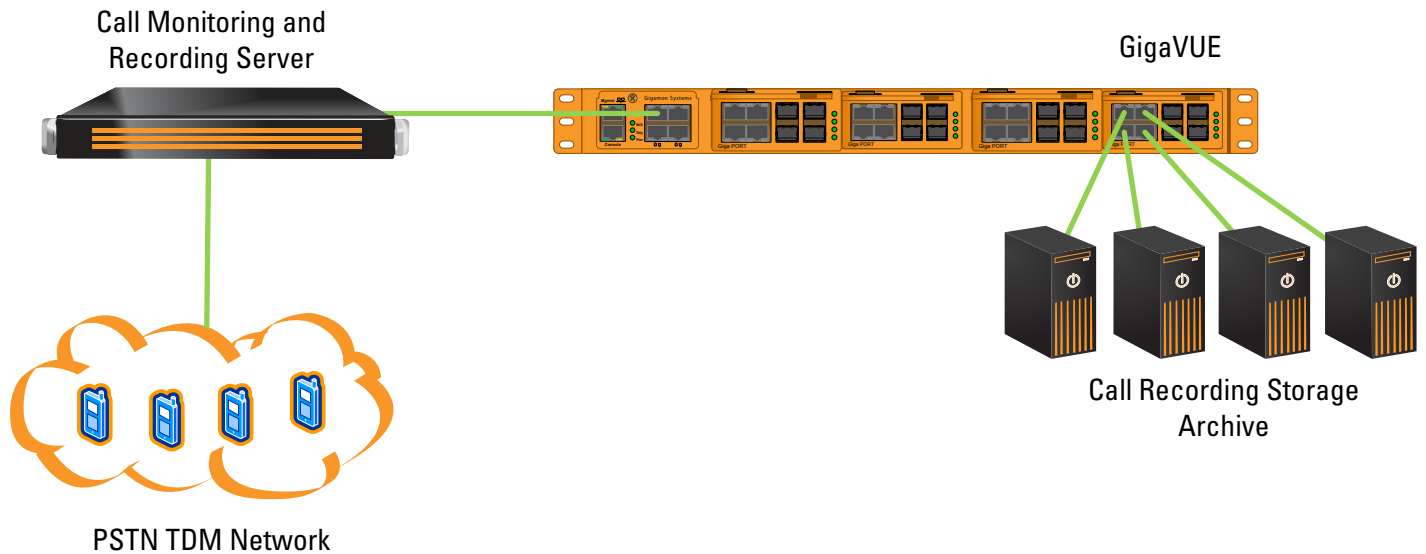
### Benefits:

- Replicate VoIP traffic to multiple VoIP recording storage archives
- Filter on specific traffic for improved analysis
- Delay outlay of capital expenditures
- Provided scalable solution for future network growth



### Resolution:

Upon the recommendation from a Gigamon® Technology Partner, Amica Insurance implemented the Gigamon GigaVUE® Data Access Switch to overcome the one link restriction of their call monitoring and recording server. Amica Insurance attached the single link from the call monitoring and recording server to the GigaVUE Data Access Switch. The GigaVUE enabled Amica to replicate and, through the filtering engine, load-divide and distribute the VoIP data to the appropriate call recording storage archive within their data center.



## Conclusion

### Benefit:

With GigaVUE appliances installed, Amica Insurance was able to contain costs by not having to purchase additional call monitoring and recording servers. The GigaVUE device replicated VoIP data to multiple call recording storage archives. Also, using GigaVUE's filtering technology, Amica Insurance was able to determine the archive in which the VoIP traffic would be stored and direct data to the appropriate call recording storage archive. The GigaVUE provided Amica with a scalable solution for future network growth because all their call data was centralized. In the future, when Amica requires additional call monitoring and recording servers or needs to increase the call recording storage archive, they can plug in new call monitoring and recording servers and easily redirect data to the call recording storage archive without changing the order management windows.

### About Gigamon:

Gigamon® provides purpose-built appliances to enable visibility and deliver critical packet-flow information across data networking infrastructures. As creator and leader of the Intelligent Data Access Networking® architecture, Gigamon's patented technology provides secure access and enhanced visibility for traditional and cloud-based data networks. The GigaVUE® line of intelligent data access switches eliminate SPAN port contentions, extend legacy tool utilization within 10Gbps environments, and enhance the effectiveness and productivity of network monitoring and security tools – all while running at full line rate speeds. This provides seamless and controlled delivery of the right data, at the right time, to the right tools; benefiting customers with greater uptime, reduced vulnerability to threats, and improved regulatory compliance. Founded in 2004, Gigamon has sold thousands of units to customers in more than 40 countries around the globe.

For more information about our Gigamon products  
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