

“GigaVUE provides the necessary security features to ensure PCI compliance with our multi-level user controlled access of IT staff”

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Introduction

One of America's leading retailers, this firm operates throughout the United States and Puerto Rico. With over 1000 stores and 150,000 associates, it has the largest apparel and home furnishing site on the Internet, and the nation's largest general merchandise catalog business.

Business Challenge:

Managing a very large, disparate enterprise demands an equally complex network infrastructure. Ensuring the availability and acceptable level of performance, 24/7 is critical. The retailer's IT staff relied on traditional tools, such as sniffers, to monitor network performance via TAPs and SPAN ports. But there simply weren't enough tools to monitor all the data streams all the time. Technicians had to obtain permission from change management to schedule tool moves from one port to another, which caused delays in responding to troubleshooting and monitoring needs. Purchasing additional tools to expand coverage was simply not in the budget.

In addition to inadequate monitoring coverage, the retailer had to deal with a limited number of SPAN ports. A separate group of security engineers responsible for protecting the network from unauthorized or malicious access often needed to view the same data streams as their network performance counterparts. sniffers versus intrusion detection tools often led to port contention battles. As a major online retailer, the company also had to protect the privacy of customer data in compliance with regulatory standards such as Payment Card Industry (PCI).

Challenge:

- Channel network data flexibly and securely to a wide range of monitoring tools

Resolution:

- GigaVUE data access switch from Gigamon

Benefits:

- Flexibility to aggregate, filter, and distribute data as needed
- Scalability to relieve port contention
- Connect and disconnect tools at will and still maintain compliance

[Incidents like data and security breaches could have a financially devastating impact on the retailer's bottom line and reputation.] The organization had to ensure that privacy data being monitored was accessible to those who were authorized to see it.

Resolution:

Resigned to the limitations of its legacy monitoring infrastructure, the retailer continued to struggle until it learned of the GigaVUE® from Gigamon. GigaVUE streamlines the deployment and use of network monitoring tools in data center networks, providing aggregation, replication, and filtering of critical network traffic. GigaVUE can aggregate and intelligently filter packets from many spans or taps to one or multiple tools. This solves the problem of monitoring flows across complex mesh topologies and virtual networks. GigaVUE facilitates unobtrusive parallel tool deployment with network-wide coverage, significantly reducing capital budgets and yielding immediate ROI. GigaVUE enables full network visibility to all categories of passive monitoring tools. After evaluating the Gigamon solution, the retailer deployed eight GigaVUE-420 data access switches at its main data center and at

several smaller facilities to monitor [ten] 1-Gigabit Ethernet links. The intuitive Citrus™ GUI and simplified configuration enabled IT staff to easily install the devices with virtually no assistance from Gigamon.

Conclusion

Benefit:

The retailer's GigaVUE data access switches aggregate multiple 1 GigE links simultaneously to sniffer and intrusion detection tools in the production environment, better utilizing existing investments in the legacy toolsets. This has given the retailer the reach to monitor its entire network full time without purchasing additional tools or physically plugging and unplugging tools to monitor different SPANs.

There is no need to request permission from change management and scheduling maintenance windows in the middle of the night. Technicians remotely configure the GigaVUE to instantly route the desired data to the desired tool. GigaVUE intelligently filters packets at full line rate based on network segment, VLAN, IP address, etc. Delivering specific traffic to a variety of centralized tools is far more manageable than trying to coordinate data patterns from a multitude of distributed tools.

GigaVUE also eliminates port contention from mirrored or SPAN ports when multiple tool connections are required. GigaVUE replicates packets from one SPAN or TAP to many tools. No more competing for SPAN ports between IT and Security teams.

In addition, GigaVUE's out-of-band monitoring eliminates the potential for dropped packets when mirrored ports operate close to their capacity. Off loading can reduce the strain on a network switch's processing engine leading to performance degradation when using SPAN ports.

Ensuring privacy of customer data is an ongoing concern for this retailer. Allowing technicians to plug into an open port posed a serious risk.

Gigamon provides centralized, secure control and management of which tools have access to which specific data, helping meet regulatory PCI compliance.

GigaVUE has given this retailer a powerful set of capabilities to monitor and manage its disparate network more effectively, efficiently, and cost effectively, leveraging its existing investments in legacy toolsets. The retailer has gained flexibility and agility to react in near real time to a demanding, constantly shifting environment. With a current network of 1 Gigabit links, GigaVUE's scalable solution will ensure that future needs can be met, even as 10 Gigabit traffic sources are added.

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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