



LiveAction

CASE STUDIES

# Financial Services

## Introduction

Financial institutions operate in a highly regulated and security-sensitive environment, where network performance is critical to ensuring smooth operations, protecting sensitive data, and maintaining customer trust. These organizations face unique challenges, such as providing network reliability, preventing downtime, and meeting stringent security and compliance standards. As the digital landscape expands, the need for robust, secure, and efficient network management has become paramount.

These 5 case studies examine how various financial service organizations have leveraged Network Performance Monitoring (NPM) solutions to overcome these challenges. We delve into specific use cases, highlighting how NPM has been deployed to enhance network visibility, optimize performance, and strengthen security protocols. By examining the results, we demonstrate how NPM solutions address operational complexities and drive measurable improvements in efficiency and reliability across financial institutions.

# Linsco/Private Ledger Corp. Achieves Faster Diagnosis and Troubleshooting with LiveAction

## **/ COMPANY PROFILE**

Company Size:

**Large Enterprise**

Industry:

**Financial Services**

This case study of a Linsco/Private Ledger Corp. is based on a survey of LiveAction customers by TechValidate, a 3rd-party research service. The profiled company asked to have their name blinded to protect their confidentiality.



Linsco/Private Ledger Corp.  
Achieves Faster Diagnosis and  
Troubleshooting with LiveAction



## CHALLENGES

Linsco/Private Ledger struggled with lack of visibility in the following:

- Data Center
- Campus
- SD-WAN

## USE CASE

The most valuable network monitoring capabilities achieved were:

- Searching, filtering, and granular analysis of network telemetry for faster diagnosis and troubleshooting
- Visibility to different parts of the network – LAN, Campus, WAN, DC in a single-pane-of-glass

## RESULTS

Linsco/Private Ledger achieved the following results with LiveAction:

- Faster problem diagnosis and root-cause analysis
- Improved employee productivity with better network and app performance

They evaluated the following companies before ultimately choosing LiveAction:

- / SolarWinds
- / NetScout

# Holistic Network Monitoring Provided by LiveAction for Financial Institution

## **/ COMPANY PROFILE**

Company Size:

**Large**

Industry:

**Financial Services**





## CHALLENGES

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Financial institutions operate in a highly sensitive and regulated environment. Their vast networking infrastructure must not only support a multitude of transactions but also ensure data security, regulatory compliance, and real-time communication.

With a primary focus on expansive network coverage, there was an evident need for a comprehensive view of their entire network. This was essential not only for efficient management but

also for effective troubleshooting. The lean networking team at this financial institution found themselves with persistent Voice Over IP (VOIP) issues and attempting to understand recent security incidents.

Their main obstacle was the lack of end-to-end visibility of the entire network with their previous solution.

## Holistic Network Monitoring Provided by LiveAction for Financial Institution



### USE CASE

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To address these challenges, the institution sought LiveAction. During the Proof of Concept (POC) phase, LiveAction introduced LiveNX - their flagship network performance monitoring solution. For the first time, they had the broadest view of their entire network, resulting in a decrease in their Mean Time to Resolution (MTTR).

LiveAction further equipped them with LiveWire, enabling the network team to delve into specific packet details. This granular insight was accentuated by

the 'hop to hop' feature. This tool not only allowed engineers to traverse the network hop by hop but also provided the functionality to drill down into each segment, optimizing troubleshooting and network efficiency. The 'hop to hop' feature has proven invaluable for tracking real-time transactions. If there was any delay or disruption, the team could immediately identify and remediate the problematic hop.





## KEY RESULTS

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The introduction of LiveAction into the financial institution's operational framework brought about transformative results:

### Enhanced Operational and Strategic Efficiency

LiveAction acted as a force multiplier for their network engineers allowing a shift from reactive problem-solving to proactive strategic network enhancements. Comprehensive insights from LiveNX and LiveWire facilitated this shift, leading to improved network performance and minimized downtimes.

### Flexible Deployment and Licensing

LiveAction's adaptability ensured that they could easily integrate into their existing infrastructure. The straightforward licensing model meant that they could scale their network monitoring without cumbersome administrative hurdles.





## KEY RESULTS

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### Enhanced Security and Compliance

With end-to-end visibility and real-time monitoring, potential security threats were identified and mitigated promptly. The granular data from LiveAction ensured adherence to industry regulations, safeguarding against potential legal challenges.

### Improved Uptime and Reliability

Real-time monitoring, paired with in-depth network segment analysis, bolstered network uptime, essential for seamless financial transactions.

### Flexible Integration and Scalability

LiveAction seamlessly integrated with existing systems and scaled across the institution's numerous branches and data centers, facilitating cohesive network management and growth without complexity.

S&P 500

# S&P 500 Banking Institution Chooses LiveAction for Greater Data Center Visibility

## **/ COMPANY PROFILE**

Company Size:

**S&P 500**

Industry:

**Banking**

This case study of a S&P 500 banking company is based on a survey of LiveAction customers by TechValidate, a 3rd-party research service. The profiled company asked to have their name blinded to protect their confidentiality.



## S&P 500 Banking Institution Chooses LiveAction for Greater Data Center Visibility



### CHALLENGES

The business challenges that led the profiled company to evaluate and ultimately select LiveAction:

- Branch
- WAN

### USE CASE

The banking institution found the most value in the following network monitoring capabilities:

- Searching, filtering, and granular analysis of network telemetry for faster diagnosis and troubleshooting
- Single-click drill-down from flow visualization to packet analysis for detailed root-cause analysis

### RESULTS

The surveyed company achieved the following results with LiveAction:

- Faster problem diagnosis and root-cause analysis
- Met SLAs and prevented network and app downtime

They evaluated the following companies before ultimately choosing LiveAction:

- / SolarWinds
- / NetScout

“ This helps us with greater data center visibility which is a major issue. Data center switches don’t provide good NetFlow. LiveAction also provides ease of integration.”

# Improved Application Performance for Small Banking Company with Help of LiveAction

## **/ COMPANY PROFILE**

Company Size:  
**Small Business**

Industry:  
**Banking**

This case study of a small business banking company is based on a survey of LiveAction customers by TechValidate, a 3rd-party research service. The profiled company asked to have their name blinded to protect their confidentiality.



## Improved Application Performance for Small Banking Company with Help of LiveAction



### CHALLENGES

The business challenges that led the profiled company to evaluate and ultimately select LiveAction:

- End-to-end network and application performance visibility
- SD-WAN lifecycle monitoring
- Real-time network topology mapping
- Capacity planning

### USE CASE

Top purchasing drivers:

- Tool consolidation
- Enhanced visibility
- Data center modernization

### RESULTS

Top benefits realized with LiveAction:

- Faster mean time to repair
- Increased network visibility for better decisions
- Ensured the network meets business objectives
- Improved performance reporting and analysis
- Saved **20 - 40%** of their time with LiveAction solutions

“ LiveAction increased the visibility of our application consumption, leading to improved performance of critical applications and bandwidth consumption.”



# Enterprise FinTech Company Selects LiveAction Over RiverBed and SolarWinds

## **/ COMPANY PROFILE**

Company Size:  
**Large Enterprise**

Industry:  
**Financial Services**

This case study of a large enterprise financial services company is based on a survey of LiveAction customers by TechValidate, a 3rd-party research service. The profiled company asked to have their name blinded to protect their confidentiality.



## Enterprise FinTech Company Selects LiveAction Over RiverBed and SolarWinds



### CHALLENGES

The FinTech company struggled with limited visibility into their WAN environment and finding a platform that would deliver results without slowing down their network.

### USE CASE

With LiveAction, they took advantage of custom and out-of-the-box reporting to gain more visibility into their network health. They utilized the Dashboard for real-time analytics. They optimized their network with preemptive alerts for on-the-go network tweaking.

### RESULTS

Top benefits realized with LiveAction:

- Improved operational efficiency to support business growth
- Improved employee productivity due to better network and app performance

They evaluated the following companies before ultimately choosing LiveAction:

- / SolarWinds
- / Riverbed

“ Riverbed seems to slow down the WAN & SolarWinds doesn't show the reports as quick and detailed as needed.”

## Conclusion

In an increasingly digital and competitive landscape, financial services organizations cannot afford to overlook the importance of network performance. By prioritizing network performance and investing in advanced network visibility and troubleshooting tools, organizations can position themselves for long-term success. They can ensure that their network infrastructure is robust and resilient, can support current and future demands, and ultimately, deliver superior services to their customers.