Japan Tobacco International (JTI) Adopts Visibility as a Service to Get a 360° View of Application Behavior on its Infrastructure

Introduction

JTI was looking for advanced end-to-end visibility into networks and applications, to help them optimize network operations and reduce mean time to resolution.

Challenge

JTI, an international tobacco company, was looking for a way to intuitively manage its diverse networks, which are becoming increasingly complex and distributed. The multinational runs a hybrid MPLS and Internet infrastructure, utilizing MPLS for its critical sites. The solution should also be ready for the future evolution of the existing networks.

At the same time, it wanted one centralized platform to get complete network and application performance, replacing legacy monitoring tools to improve efficiency.

JTI manufactures tobacco and reduced-risk products. It sells its products in 130 markets and has more than 46,000 employees globally. It aims to nurture its internationally recognized brand roster, while leading the way in reduced-risk products and providing innovative ways of doing business.

> ❝ With an increasingly complex and distributed infrastructure, visibility was an issue. Orange Business has provided us with the right visibility tools via LiveAction to maintain comprehensive oversight of our network and applications. This is helping us to improve productivity, decrease business risk and reduce our IT costs."
>
> **Oleg Polegenko**
> Global Network Solutions Architect, JTI

Use Case

LiveAction was selected for the following features and functionalities:

\ Optimize network performance everywhere

\ Gain full visibility across networks

\ Reduce mean time to respond for troubleshooting

Results

They achieved the following results after using LiveAction:

\ **50% improvement** in visibility and control

\ **45% improvement** in highlighting performance issues and remediating them

\ **2X gain** in productivity