

# Ensuring network stability and preventing service disruption

Pelephone Communications



**Employees:** 1,700  
**Customers:** 2.62 million  
**Annual Revenue:** NIS 2.3 billion (Bezeq Group NIS 9 billion)  
**Geography covered:** Israel  
**Industry:** Telecommunications

## Challenge

Ensuring network stability, preventing service disruption, and reducing troubleshooting time.

## Results

- Preemptive identification and remediation of issues
- Significant reduction in service downtime due to firewall issues
- Maintaining network reliability
- Cutting troubleshooting time
- Simplifying day-to-day operations
- Fast return on investment

## Downtime is not an option

The IT network for Pelephone Communications Ltd. (a subsidiary of Bezeq Group) has become increasingly complex, expanding by orders of magnitude. “Today we are managing the network and security infrastructure for nearly three million customers—which is a huge responsibility,” says Haim Kozlovski, Head of Engineering and Data Communication at Pelephone.

“Our customers’ ability to use the mobile and content services we offer depends on the reliability of the network. Downtime is simply not an option for us. However, over this period of expansion, my team has remained the same in size, which means we’re constantly stretched. Having BlueCat Infrastructure Assurance on board saves us precious time,” adds Kozlovski.

## Spotting and fixing issues that other systems missed

Kozlovski began his trial with Infrastructure Assurance on Pelephone’s firewalls. During this period, Infrastructure Assurance identified an issue that had not been picked up by any of the company’s existing systems. According to Kozlovski, there was a performance issue on one of the production networks directly impacting customers. The issue was caused by a mismatch in a cluster’s static routing table in two Check Point firewall clusters. While inspection of the firewall’s logs and other monitoring systems showed nothing, Infrastructure Assurance located the route mismatch almost instantly and delivered precise, detailed information for remediating the issue.

“In the past, it would have taken us long hours to locate this type of a problem, usually only after we had issues with some services dependent on the missing route,” Kozlovski says. “With BlueCat it took just minutes, convincing us how powerful their tool is.”

Kozlovski adds that Infrastructure Assurance continues to impress him with the email notifications on critical alerts that he regularly receives. “[It] is alerting us on issues that were previously slipping through our net with very serious consequences. Now we have far greater visibility and the convenience of detailed fixes.”

## A proactive approach to preventing service outages

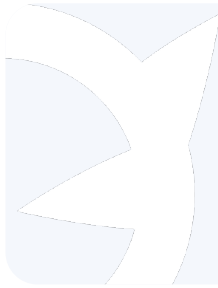
Pelephone’s customers use the network as the main access point for all their account information, as well as for music and TV content services. BlueCat has helped Pelephone avert numerous service outages.

In one incident, for example, one of the NICs in the network was on the verge of collapse. Kozlovski received an email from Infrastructure Assurance drawing

attention to high packet loss on a specific NIC. His team rushed to the servers and managed to fix the problem before it escalated into a crisis. Infrastructure Assurance's presence enabled Pelephone to be much more proactive by catching the issue ahead of time, saving the company's customers from a real service disruption. For Pelephone, it was another example of BlueCat quickly proving its value.

## No need for time-consuming customization

Until the switch to Infrastructure Assurance, for Haim Kozlovski and his team, spending hours of work customizing tools and writing scripts were just a fact of day-to-day networking life. However, unlike the vast majority of other solutions, Infrastructure Assurance provides results straight out of the box, a feature that is welcomed enthusiastically by resource-starved IT teams. "One of the great things about Infrastructure Assurance is that we didn't have to invest any time in customization in order to see immediate value—this was another big plus for us," says Kozlovski.



***Infrastructure Assurance is alerting us on issues that were previously slipping through our net with very serious consequences."***

- Haim Kozlovski, Head of Engineering and Data Communication at Pelephone

## Immediate return on investment

While Pelephone had initially deployed Infrastructure Assurance to manage individual firewalls, the company rapidly expanded its evaluation by including dozens more. The move paid off in no time. Prior to using Infrastructure Assurance, Pelephone had suffered severe issues related to cluster configuration mismatch at least twice a year, resulting in costly downtime. Furthermore, Pelephone soon discovered a potentially damaging security vulnerability in its network thanks to Infrastructure Assurance identifying and alerting Kozlovski's team to misbehavior in an ARP table.

Having purchased Infrastructure Assurance, Kozlovski feels far more secure about maintaining his network's stability. "The investment in BlueCat was definitely worth it. We feel more secure. And more importantly, we're able to be more proactive by catching issues way before they evolve into problems."

According to Kozlovski, BlueCat is also a highly cost-effective solution. "By automating many of our manual processes and dramatically reducing troubleshooting and remediation times, we recouped our return on investment with BlueCat in just six months. I would recommend their solution to any organization."

## Infrastructure Assurance is a must-have for a complex network

Although Pelephone uses some of the most popular solutions on the market for its IT network, none of these products are able to offer the visibility and proactive prevention that Infrastructure Assurance provides. For a busy IT team servicing a complex network depended upon by millions of customers, Infrastructure Assurance is a must-have. It ensures network stability and prevents service disruption while freeing up valuable IT resources by dramatically cutting troubleshooting time and eliminating the need for customization.



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BlueCat helps enterprises achieve their network modernization objectives by delivering innovative products and services that enable networking, security, and DevOps teams to deliver change-ready networks with improved flexibility, automation, resiliency, and security.

### Next steps

See how you can ensure network stability and prevent service disruption.

[Request a demo](#)

