

Case Study

Commercial Real Estate

Seamlessly Connected Property Management

Unified Network Visibility Across all Locations and Buildings

Industry: Commercial Real Estate

Customer: International Real Estate Company

Challenge: Globally distributed, heterogeneous networks with no centralized performance management — visibility limited to isolated, per-location monitoring

In modern commercial real estate, the network is a critical part of daily operations. Smart building systems, IoT sensors, tenant infrastructure, and cloud-based management platforms mean a single dropped connection or degraded link can shut down building operations, tenant services, or leasing systems in real time. For a global portfolio spanning dozens of sites, this network operations team needed to know what's happening, where, immediately.

Challenge: Legacy Network Complexity

Years of organic growth left the customer's network inconsistent, unstandardized, and only partially visible — and reactive by default: issues surfaced only after users were already affected, showing up as unstable connections, communication disruptions, and degraded application performance.

The company's global footprint, spanning Europe, America, and Asia, compounded the problem. Different monitoring tools per region, no consistent standards, and cost-driven visibility gaps meant no one had comprehensive end-to-end network transparency.

Key Challenges at a Glance:

-  Limited visibility into network or application performance across buildings, campuses, and distributed edge locations — issues surfaced only after impact
-  Slow incident analysis and root-cause troubleshooting, directly affecting operations, tenants, and SLA compliance
-  Fragmented system landscape from diverse building and networking technologies, with no consistent way to monitor across them
-  Existing solutions approaching end-of-life, adding operational risk on top of the visibility gap

Solution: Modernizing the Analysis Infrastructure

The customer standardized on the Allegro Network Multimeter across their entire infrastructure, deploying the 3310, 1310, and 500-L appliances, giving them standardized visibility from the central data center down to regional and edge infrastructures.

With Allegro Packets' broad range of scalable appliance sizes and low deployment costs, their IT teams gained access to a unified platform across all sites instead of a patchwork of disconnected tools. Network issues could now be analyzed consistently the same way everywhere, with nothing lost in translation between locations.

Consolidating a fragmented monitoring landscape into a single unified platform with a consistent user interface was a core objective — and the payoff showed up immediately in day-to-day operations, reducing operational complexity and improving efficiency. The new cost structure also made it economical to bring previously unmonitored environments into the fold for the first time, closing visibility gaps that budget constraints had left open for years.

By combining real-time monitoring with historical analysis, the organization can now identify and resolve issues faster while accurately determining root causes. Performance bottlenecks that had previously gone unnoticed were discovered and remediated shortly after deployment.

Another critical focus area was the monitoring of VoIP and communications services, which play an essential role in international property management operations. Through detailed analysis of SIP and RTP traffic, call quality was significantly improved, and communication disruptions were substantially reduced.

The solution also provides granular visibility into individual network segments. Tenant networks, building automation and IoT systems, and internal corporate IT environments can be clearly separated and analyzed independently. This not only accelerates troubleshooting but also enhances operational reliability in sensitive areas.

Automated incident alerts further reduce operational overhead. Potential issues are identified at an early stage, often before tenants or end users experience any service degradation. Flexible integration options with existing authentication and virtualization environments, as well as the ability to export network data for advanced analytics, round out the solution.

Results: Simplified Operations

The Allegro Network Multimeter transformed the customer's monitoring strategy and cut operational risk — while the optimized cost model made it economical to extend visibility to every environment, closing transparency gaps that had persisted for years.

Consolidating multiple tools into one consistent system streamlined operations and sharply improved incident response. It also established the foundation for a scalable and future-ready network architecture.

Case Study

Commercial Real Estate

Key Results at a Glance:



- Lower operational and tool-related costs
- Significantly faster root cause analysis and reduced mean time to resolution (MTTR)
- Improved service quality for both tenants and internal users
- Unified network analysis platform across all sites and network layers
- Comprehensive edge visibility, including previously unmonitored locations

Conclusion: A Future-Ready Network Architecture

With the Allegro Network Multimeter, the customer established a consistent view of its global network infrastructure and closed persistent visibility gaps for good: troubleshooting accelerated, and service stability improved across the board.

The unified analysis platform provides a solid foundation for future network operations, enabling IT teams to detect performance issues proactively and address them before they impact the business.

Looking ahead, the customer plans to accelerate the migration of services to the cloud. Allegro Network Multimeter Cloud Edition offers a natural extension of the existing deployment, providing the same level of visibility and analytical capabilities across hybrid and cloud-based infrastructures.

About Allegro Packets

Allegro Packets, a German-based company, offers portable and rack-mount solutions for network analysis and packet capturing. The brand is setting new benchmarks by combining high performance, reliability, active development, relentless support, and fair pricing in its all-in-one proposition. Allegro Packets' solutions are recognized and utilized by service providers, government organizations, healthcare institutions, and enterprises worldwide.

Website: www.allegro-packets.com