

Case Study

Leading US Bank

Leading US Bank Transforms Network Visibility and Security with Allegro Packets

70% Reduction in Customer Complaints and 50% Fewer Outages through Intelligent Monitoring

Industry: Banking & Securities





Customer: Leading US Investment and Asset Management Bank

Challenge: Transaction failures, latency in banking apps, and a lack of network transparency

A leading US investment and asset management bank, operating high-capacity data centers nationwide, faced recurring challenges with interrupted transactions, delayed payments, and unstable mobile banking performance. The IT department required granular, real-time insights into network processes to accelerate troubleshooting and ensure the stability of mission-critical applications. Furthermore, the bank needed to bolster its security posture to identify atypical transactions and fraud attempts – such as conspicuous packet floods or unauthorized routing – before they could impact operations.

The Challenge: Operational Risk and Diminished User Experience

Prior to deploying Allegro Packets, the bank's legacy monitoring infrastructure left the IT team in a „reactive“ mode. Specific pain points included:

-  **Transaction Failures:** Packet loss frequently interrupted high-stakes payment processing.
-  **Performance Latency:** Slow response times in online and mobile banking led to significant customer dissatisfaction.
-  **Security Gaps:** Unauthorized access attempts and potential data leaks were often detected too late to mitigate impact.
-  **Compliance Hurdles:** Frequent internal escalations made it difficult to maintain strict regulatory standards.

Delayed alerts and limited analytical depth from existing tools forced the IT department into a reactive cycle, leaving no room for preventive measures.

The Solution: Total Transparency with Allegro Packets

To achieve full network transparency, the bank integrated the Allegro Network Multimeter into its core infrastructure. The deployment included a high-performance Allegro 5310 in the primary data center, supported by an Allegro 3310 and two Allegro 510 units to extend analysis capabilities across the network.

This ecosystem enables IT and security teams to monitor traffic in real time, pinpointing anomalies the moment they occur. Transaction patterns and atypical access points are identified instantly, while all network events are recorded seamlessly for auditing and compliance replayed as necessary.

Key Features are:



Real-Time Granularity: Live monitoring of every transaction and network path.

Forensic Analysis: Detailed root-cause analysis at the packet level, including historical data retrieval.

Proactive Defense: Early detection of both performance bottlenecks and security incidents.

Audit Readiness: Integrated replay functions to meet stringent financial audit and compliance requirements.

The Results: Measurable ROI and Enhanced Resilience

The Allegro Network Multimeter immediately identified irregular data traffic patterns – such as sudden packet floods and suspicious routing – that served as early warning signs for fraud. By correlating network behavior with known fraud indicators, the bank can now block suspicious access from outside typical IP ranges before damage occurs.

By combining real-time detection with retrospective packet analysis, the solution dramatically accelerates troubleshooting. Its intuitive design and analytical depth allow the IT team to resolve issues faster, freeing up valuable resources to focus on strategic initiatives.

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The transition from reactive to proactive troubleshooting has delivered significant business value:

- 💡 **Improved Customer Experience:** Complaints regarding the banking app fell by 70%, while overall application usability scores rose by 12%.
- 💡 **Operational Savings:** Downtime was slashed by 50%. Given that outages previously cost the bank hundreds of thousands of dollars per hour, the financial impact of this reduction is substantial.
- 💡 **Fraud Prevention:** Potential fraudulent activities are now identified in real-time, safeguarding both bank assets and customer trust.

Conclusion: A New Standard for Network Excellence

The success of this implementation has led the bank to adopt Allegro Packets as a strategic partner, with plans to roll out the solution across all remaining network segments.

This case highlights how targeted investment in modular network analysis has an impact far beyond the server room. By combining real-time transparency with fraud prevention and performance optimization, the Allegro Network Multimeter has become a cornerstone of the bank's modern, resilient infrastructure.

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