

# Spirent Velocity

## Network Security Market Leader Transforms Global Labs

### Highlights

- Leading network security solutions provider had excellent customer support but associated lab OpEx and CapEx were unsustainable and increasing
- Spirent Velocity Lab as a Service platform enabled provider to converge 5 labs into a single automated global 24x7 operation
- 400+ engineers worldwide can now access entire resource inventory
- Provider achieved dramatic financial savings over 24 months:
- **OpEx** reduced by **\$5.2M**
- **CapEx** reduced by **\$2.8M**

*"By working with the Spirent team, we were able to transform five global labs into a fully automated Lab as a Service operation in less than 6 months, while achieving significant annual OpEx savings."*

*Furthermore, Spirent Velocity now provides us with optimized workflows for responding to time critical and high priority support cases, while minimizing CapEx."*

*Manager, Lab Infrastructure and Operations*

### The Challenge

**A market leader in enterprise security solutions** received the Exceptional Support Service award from J.D. Power and TSIA for the world-class 24/7 support they deliver to their customers. While customer service was outstanding, lab-related OpEx and CapEx costs were unsustainably high and growing.

Given the excessive cost structure, they identified lab automation as a prime opportunity to cut costs since the lab was in a constant state of flux. In order to replicate customer-specific environments devices, cabling and configurations had to be changed constantly. In fact, each year, they needed to set up over 8,500 different configurations. And because each configuration is manually intensive and with no effective way to share resources, engineers hoarded equipment just in case they needed it. In addition, management had inadequate visibility into the usage patterns and true utilization of the equipment.

The support organization concluded that the best way to sustain their excellent service while also minimizing expenses was to transform their global labs into a fully automated Lab as a Service platform.

### Solution Requirements

**Spirent experts** worked closely with the customer to develop a customized solution to federate and transform five global labs into a Lab as a Service platform that met the following requirements:

- Reduce lab equipment set-up and tear-down time in order to maximize user efficiency.
- Avoid equipment hoarding. Create a system whereby engineers can get what they need, when they need it with assured availability.
- Minimize OpEx costs and time required to resolve conflicts over lab resource usage and help make the proper priority decisions to maximize customer satisfaction.
- Provide metrics on equipment availability, usage, and conflict occurrences to minimize overall CapEx.



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### About Spirent Communications

Spirent Communications (LSE: SPT) is a global leader with deep expertise and decades of experience in testing, assurance, analytics and security, serving developers, service providers, and enterprise networks.

We help bring clarity to increasingly complex technological and business challenges.

Spirent's customers have made a promise to their customers to deliver superior performance. Spirent assures that those promises are fulfilled.

For more information, visit: [www.spirent.com](http://www.spirent.com)

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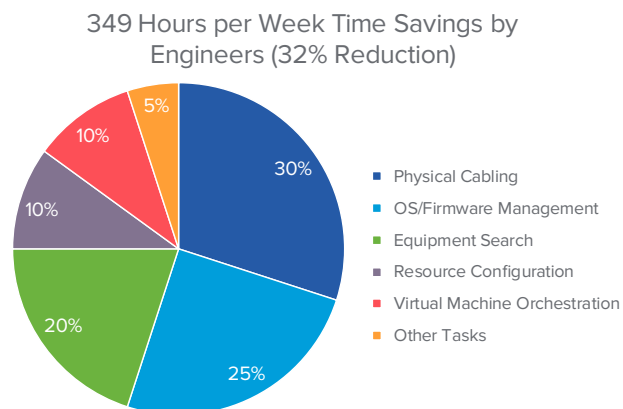
### The Solution

**Spirent Velocity** met all the customer's objectives by providing a fully automated Lab as a Service platform that includes the following key features:

- **Conflict Resolution**—In order to optimize for top-tier customers, environments and/or devices can easily be redirected from lower priority tasks.
- **Administrative Roll-Back Policy Enforcement**—Administrators ensure all devices automatically roll-back to their original known-good state without intervention after reservations conclude.
- **Automated Configuration Management**—Custom device configurations and/or firmware builds can be automatically laid down at reservation start to save engineers even more time.
- **Maximize Resource Utilization with Device Abstraction**—Velocity automatically selects devices based on engineer requested attributes. E.g., Environment requires a router with 2x100G ports and Velocity selects the best option based on availability and location (to ensure least cost connectivity).
- **Manual Cabling with Automated Work Orders**—When manual cabling is required to complete a link, Velocity creates a ticket, issues complete instructions to lab techs and automatically indicates readiness for reservation when complete.
- **Customized Dashboards to Track Usage Trends**—Monitor all important activities including device utilization, user activity, environment usage, testing results, etc.

### Solution Benefits

To ensure continued operational excellence throughout its Global Customer Support organization, while cutting operating and capital costs significantly, the customer selected the Velocity Lab as a Service Platform. This led to over \$8 million savings in OpEx and CapEx by reducing the time engineers spend setting up testbeds by 32%.



**Velocity** is part of Spirent's Lifecycle Service Assurance (LSA) solutions suite. For more information on **LSA**, please visit: [www.spirent.com/Solutions/Service-Assurance](http://www.spirent.com/Solutions/Service-Assurance).