U.S. International Airport Runs on Time by Alleviating Outages at the IP Level with Infoblox

THE CUSTOMER - MIDWESTERN U.S. INTERNATIONAL AIRPORT

The customer is a municipal airport catering to general, private, and corporate aviation at one field and scheduled service at another.

It handles flights originating in the United States, Canada, Mexico, and some other countries. The IT organization provides support to airlines and other tenants serving the airport's passengers.

THE CHALLENGE

Minor Outages with Major Revenue and Reputational Implications

IP addressing is an important factor in the operations of the airport. If it is not performed efficiently, passengers can miss flights or flights can be delayed or even cancelled, and if that happens, the consequences for the airlines can be serious. They might have to pay passengers for missed flights and they could even be fined for not maintaining schedules. Their reputations are also at stake. IP addressing supports the free Wi-Fi service that the airport offers to passengers as well, which at any given time can have anywhere from 300 to 600 people accessing it from their mobile devices.

The system in place at the airport consisted of roughly 300 switches from a major switch vendor. The management tool from that vendor didn't give IT the ability to identify the root causes when there were problems, which meant downtime for services to airlines and passengers. Minor outages were common and a major outage was a constant possibility.

What the airport needed was an IP address management (IPAM) solution that wouldn't go down, period.

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>
> **IT Division Manager**

THE SOLUTION

Network Visibility and Change Automation for Multi-Vendor Devices

The airport's IT team heard about Infoblox at a trade show and got a demonstration of the NetMRI network automation solution, which provides automatic network discovery, switch-port management, network change automation, and continuous configuration compliance management for multi-vendor routers, switches, and other layer-2 and layer-3 network devices. They were sold.

THE RESULTS

Immediate Impact to IT's Service-Level Compliance Score

"We installed NetMRI," says the IT Division Manager, "and the first week we just kind of left it alone and let it gather its stats and do what it needed to do. Then we started running reports on it. One of the things we found out was that a certain percentage of our switches had changes made to the configurations, but those changes had not been saved. There was no report available in the legacy system that would have told me that. I would have had to log into each one of the switches individually." With the information provided by NetMRI, the IT team was able to quickly remedy the problem.

Within the first week of NetMRI, the IT team's service-level compliance score rose from 8 to 9.2. After six months, they began planning to integrate the solution into their disaster-recovery site. Infoblox also offers training in the solution that the IT team is taking advantage of.

Customer: **U.S. International Airport**
Industry: **Shipping & Transportation**
Location: **North America**

OBJECTIVES:

- Maintain IP addressing services
- Secure reliable uptime for airlines and passengers
- Gain visibility into the root cause of problems

RESULTS:

- Network visibility for troubleshooting and remediation
- Immediate improvement in IT team's service-level compliance score
- Greater efficiency in IT operations

PRODUCTS:

- NetMRI

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Infoblox unites networking and security to deliver unmatched performance and protection. Trusted by Fortune 100 companies and emerging innovators, we provide real-time visibility and control over who and what connects to your network, so your organization runs faster and stops threats earlier.

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