



CASE STUDY

European Bank Improves Azure SLA Assurance with Agentless Packet Visibility from cPacket

The Customer

A leading Dutch banking group operates a popular mobile payment app that allows users to send and receive payment requests via WhatsApp, Telegram, or text. In 2025, the app had over 10 million users and processed over 170 million payments. It has become a cultural norm, because of the customer's commitment to user experience, speed, and uptime.

The organization runs a hybrid footprint with physical data centers alongside critical payment services hosted in Microsoft Azure. For this customer, payment experience and compliance are tightly coupled: when visibility gaps occur, teams need to move quickly from symptom to proof—without disrupting production traffic or violating operational constraints in regulated environments.

The Challenges

As payment services expanded in Azure, the customer hit a hard operational limit: their existing tooling and Azure-native telemetry were not sufficient to meet MTTI/MTTR expectations for SLA-critical payment transactions.

Key challenges:

- **Cloud Blind Spots:** The Azure team was effectively “blind” in parts of their Azure deployment and had been relying on MELT-style Azure services telemetry—insufficient for packet-level diagnostics.
- **Mirroring Limitations:** Lack of effective mirroring in Azure created gaps in traffic visibility and impaired root-cause workflows.
- **Tool Mismatch Across Teams:** The data center team used limited packet capture and packet brokers, but those approaches did not translate cleanly to the Azure payment environment, and ownership was split between DC and Azure teams.
- **No-Agent Constraint:** Agents could not be installed—forcing the bank to require an agentless approach.
- **High-Risk Architecture Changes:** The Azure architecture was complex, and the team was concerned that inserting additional broker could force routing changes and impact performance.

The Solution

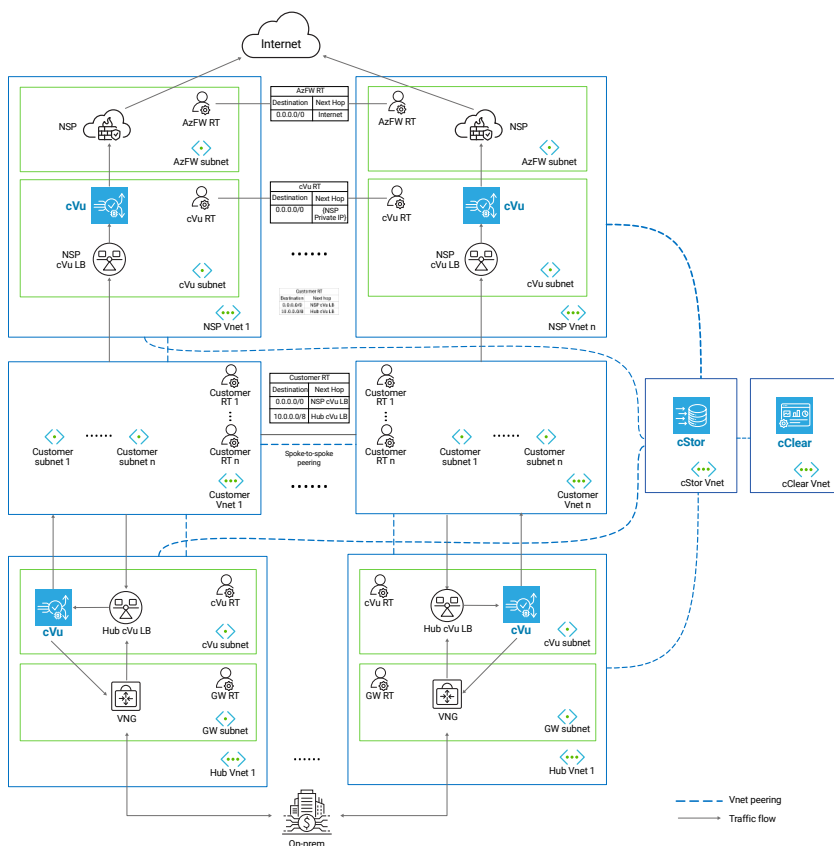
cPacket was introduced to the customer by a partner.

cPacket was positioned not as “another monitoring tool,” but as the practical way to gain packet-level truth in an environment where agents were prohibited and traditional approaches (mirroring + legacy tooling) were not viable. The engagement remained focused on architecture and outcomes, emphasizing that the customer could achieve packet granularity and analytics in Azure without disrupting existing data & work flows.

The solution needed to meet four key criteria:

- **Agentless Visibility:** Enable packet access in Azure without installing agents.
- **SLA-Driven Troubleshooting:** Improve MTTI/MTTR for iDEAL payment processing by providing packet evidence.
- **Non-Disruptive Deployment:** Demonstrate no loss of traffic and no adverse impact on production routing/flows.
- **Cloud Analytics and PCAP:** Provide packet analytics, PCAP recovery, and latency/behavior analysis inside Azure.

“I deployed cVu-V and the traffic is going faster through the cVu-V than our normal traffic path.”



The Results

By proving packet-level visibility in Azure under strict deployment constraints, the bank established a viable path to reduce investigation time and improve operational confidence for SLA-critical payment services—without relying solely on cloud-provider telemetry.

The engagement also created alignment across internal teams: the Azure payment team validated the approach in the cloud, while the data center team observed outcomes to compare viability against their incumbent toolchain. With cPacket deployed as cVu-V + cStor-V + cClear-V, the bank gained a repeatable approach for cloud packet analytics and troubleshooting where agents and traditional mirroring were not options.

cPacket Platform Components

- **cVu-V Packet Broker:** Provides agentless packet forwarding/visibility for the Azure payment environment where traditional mirroring and agent-based approaches were not feasible.
- **cStor-V Packet Capture:** Enables packet analytics and supports investigation workflows, including PCAP recovery for incident validation and SLA support.
- **cClear-V Control Center:** Delivers centralized observability and visibility to operationalize packet insights for the Azure payment team and stakeholders monitoring viability.

Key Benefits

- **Agentless Cloud Visibility:** Packet-level access in Azure without deploying agents, aligning to security and operational constraints.
- **SLA-Grade Diagnostics:** Latency analysis, Azure traffic behavior insight, and PCAP recovery to support payment SLA assurance and faster investigations.
- **Non-Disruptive Confidence:** Demonstrated packet visibility at the PoV site while addressing concerns about traffic loss and unintended flow interference.
- **Operational Support as a Differentiator:** Hands-on support during PoV was highlighted as a key success factor in proving value and building trust.

Schedule a walkthrough of your biggest network or cloud observability challenges, and see how cPacket can solve them.
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About cPacket

cPacket is modernizing network observability for the AI era. Built on trusted packet data, the company's Unified Network Observability Platform delivers complete visibility, real-time analytics, and explainable AI insights across hybrid and multi-cloud environments. The result is faster detection and resolution of performance issues, stronger security posture, and greater operational resilience. Global finance, healthcare, and technology enterprises and government agencies rely on cPacket to ensure network reliability and business continuity at scale. Built for the world's fastest, most demanding networks — solutions are certified for SOC 2 (Type I and II), FIPS 140-2 and AICPA compliance. Find out more at www.cpacket.com