



CASE STUDY

Global Stock Exchange Consolidates Packet Observability and Cuts MTTR with cPacket

The Customer

At one of the world's leading providers of financial market services providers, performance, availability, and trust are non-negotiable. When companies and investors around the globe depend on real-time data and always-on trading platforms, milliseconds matter. Seemingly minor network anomalies can cascade into visible market impact: delayed price updates, inconsistent feeds, missed opportunities, and increased support load from trading firms that depend on deterministic delivery.

Beyond uptime, the organization operates under strict compliance and audit expectations. When disputes escalate – due to latency, dropped updates, sequencing, or availability – teams must be able to move quickly from symptom to proof. That means demonstrating exactly what happened across interconnected systems that span trading venues, market data platforms, customer handoff points, and downstream delivery infrastructure. The cost of uncertainty is high: it drives escalations, strains customer relationships, and directly affects service KPIs tied to retention.

Operationally, the environment spans 25,000+ hardware devices across 70 global sites, including points of presence and colocation deployments supporting observability and management needs. The organization also supports 400,000+ users and operates a business where churn is measured in real dollars – even 1% customer churn equates to ~\$100M in impact at their reported revenue scale. In practice, that makes rapid issue isolation and defensible evidence a core requirement – not just for operations efficiency, but for protecting revenue, customer confidence, and regulatory posture.

The Challenges

Growth, acquisitions, and integration-driven expansion created a predictable problem: tool sprawl. The customer's observability stack included 40+ tools, including 20–30 packet-based observability tools from multiple vendors and 100+ other tools across multiple platforms and sites.

Key challenges included:

- **Tool Sprawl:** Overlapping packet tools increased operational friction and diluted standard processes.
- **Operational Inefficiency:** Leadership mandated improved ticket execution, better staff utilization, and tighter program focus.
- **Procurement Pressure:** Vendor and budget consolidation was a priority – without sacrificing visibility.
- **Integration Requirements:** The environment depended on exports/integration into centrally managed tools such as ServiceNow, Datadog, and BigPanda to reduce specialized training and increase adoption.

"cPacket reduced our MTTR for load balancer issues from hours to minutes and reduced the frequency and duration of cross functional war rooms to investigate issues."

– Lead Network Administrator

The Solution

Instead of forcing a one-size-fits-all "observability overhaul," cPacket worked with the customer to map their most critical operational workflows – how incidents are detected, how evidence is gathered, and how teams escalate issues. From there, they identified the right mix of packet capture, analytics, and integrations needed to improve outcomes immediately.

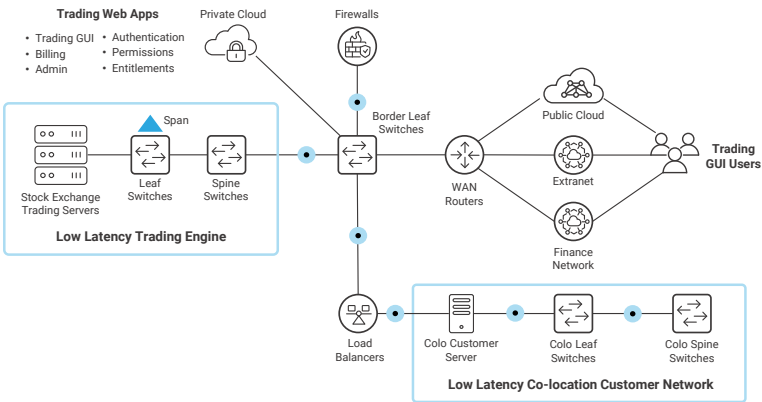
Building on a successful deployment in another part of the organization, cPacket partnered with engineering, operations leadership, and procurement to design an approach that could scale. The result was a phased platform strategy: standardize packet-level truth where it mattered most first, integrate insights into the customer's existing operational systems, and establish an architecture that could expand across teams and geographies over time – supporting today's troubleshooting demands and leaving room for future growth.

The solution needed to meet four key criteria:

- **Consolidation-ready:** Reduce redundant packet tools and vendor overhead without losing critical packet truth.
- **Integration-first:** Export and integrate into centralized operational systems to drive adoption and simplify training.
- **Operationally credible:** Improve troubleshooting speed and ticket resolution—measurably.

cPacket Platform Components

- **cVu Packet Brokers (16100/32100 AG/NG:)** Packet capture and analytics foundation to standardize packet visibility across teams and sites.
- **cStor Packet Capture (40 and 100Gbps):** Packet storage supporting forensics workflows, analytics and packet retrieval without scattered point tools.
- **cClear Control Center:** Secure access and operational workflow alignment for teams investigating incidents.



Key Benefits

- **Unified Network Visibility:** Consolidated packet truth across teams and sites – less guesswork, fewer war-room cycles.
- **Operational Speed:** Clear path from analytics to evidence, enabling faster root-cause isolation.
- **Micro-Burst Insight:** Surfaces transient events that create outsized impact in high-performance environments impacting traders causing lost trades.
- **Security Context:** Encrypted-traffic context (cert/cipher signals) plus protocol-level insight to support both operations and security workflows.
- **Platform Leverage:** Exports/integrations into centrally managed systems increased adoption and reduced specialized training overhead.

Important Capabilities

- **cBurst micro-burst detection:** For short-duration events that traditional monitoring can miss.
- **Analytics acceleration:** Market Data Feed (MDF) Analytics to move from suspicion to evidence faster while ensuring compliance with industry KPIs.
- **Deep protocol and security analytics:** DNS & DHCP analysis, header stripping, HTTPS/certs/SSL/cipher visibility, line rate deep packet inspection, fast PCAP recovery and PTP timestamping for high accuracy packet identification and sequencing.
- **Operational dashboards:** Grafana (enterprise edition) to operationalize insights for broader teams with integration into wider 3rd party dashboards and tools.

The Results

The customer didn't just replace tools – they reduced operational drag and made consolidation feasible without sacrificing packet-level truth. That shift showed up in outcomes that leadership can defend.

"Working with cPacket not only saved us millions of dollars in annual tool costs, but simplified our support and vendor management processes." – Head of Procurement

Value Summary

ROI	EFFICIENCY	CUSTOMER IMPACT
\$2M–\$3M cost savings via packet tool consolidation	MTTR reduced from hours to minutes for load balancer investigations	Churn cut in half 10%→5%

Schedule a walkthrough with cPacket to map your packet visibility strategy to your consolidation and MTTR goals.

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