

Large Asian National Provider of Mobile 2G and 3G Voice and Data Services



Customer Profile

The customer is a large Asian national provider of mobile 2G and 3G voice and data services with over 100 Million subscribers.

Customer Challenges

The customer's DNS infrastructure was in need of significant upgrade in order to cope with the growth in subscriber DNS traffic. They were using open source BIND software on multiple Sun servers and needed to upgrade this infrastructure to support high DNS traffic growth, and to provide better performance along with centralized management and reporting visibility. The incumbent DNS caching vendor was unable to offer reporting capabilities without moving customer data offshore – infringing national data security and privacy regulations.

The operator also needed assurances that the chosen solution would continue to scale upwards to support a growing user base and increasing DNS traffic levels while enhancing the user experience.

Infoblox Solution

Infoblox deployed nine large carrier-grade appliances across three cities, as DNS caching servers with centralized management via the Infoblox Grid. An additional reporting server was also deployed, enabling all reporting to be done locally. The Infoblox reporting solution includes in-depth reporting on DNS conditions for each server on the network, as well as aggregated, network-wide reports on DNS traffic levels and trends.

The Infoblox Grid provides centralized management visibility from a single GUI console while also automating many routine manual administrative tasks. This leads to the elimination of extensive manual hands-on support by skilled technical staff, freeing them from routine manual operations and enabling them to concentrate on more strategic tasks, while also eliminating manual configuration errors. The result is considerable scaling improvement in the level of labor resources needed to support this critical infrastructure. There remains significant spare capacity in the Infoblox DNS servers, which will cope with significant future traffic growth. New DNS server appliances can be added without adding significant operational support staffing.

Local Infoblox support staff developed a close working relationship with the operator, ensuring that the customer would be supported locally and cost-effectively over the long term.



About Infoblox

Infoblox (NYSE:BLOX) helps customers control their networks. Infoblox solutions help businesses automate complex network control functions to reduce costs and increase security and uptime. Our technology enables automatic discovery, real-time configuration and change management and compliance for network infrastructure, as well as critical network control functions such as DNS, DHCP and IP Address Management (IPAM) for applications and endpoint devices. Infoblox solutions help over 6,100 enterprises and service providers in 25 countries control their networks.