

Ministère de l'Intérieur



French state authority enhances network infrastructure and operational efficiency with Riverbed solutions

As a central pillar of French administration, the Ministère de l'Intérieur et des Outre-mer (Ministry of the Interior and Overseas, or

MIOM) depends on secure, resilient networks to manage public safety across France. The MIOM implemented Riverbed's NPM solutions: namely AppResponse, NetProfiler and Portal to modernize its digital infrastructure, enhancing its network management and visibility. This translated to a 30% improvement in incident response times and a 25% decrease in network downtime.

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In Brief

Challenges

- Requirement for rapid network troubleshooting
- Time-consuming fixes for network issues
- Maintaining uninterrupted network service
- Improved visibility of application quality and performance (Dashboard)

Solutions

- Network Observability
 - AppResponse
 - NetProfiler
- Riverbed® Portal

Benefits

- Improved network performance visibility
- 30% improvement in incident response times
- 25% decrease in network downtime
- Strengthened network security and resilience

In the heart of France’s administrative framework, the Ministère de l’Intérieur et des Outre-mer (Ministry of the Interior and Overseas, or MIOM) plays a crucial role in maintaining public safety and civic order. With a broad portfolio that includes territorial administration and internal security, the MI is indispensable not only to the French government but to the daily lives of millions of citizens.

Challenge: Addressing digital transformation challenges

The network team at MIOM’s Digital Transformation Department (DTNUM) maintains a comprehensive inter-ministerial network that facilitates internal communication with other Ministries. This network plays an essential role across all operational sites, including central administration, police stations, and technical locations like data centers.

“Our office is crucial in maintaining this network running smoothly,” explains Mustapha Bdiri, Head of the Network Office. “We must swiftly address issues

such as network slowdowns or saturation to ensure uninterrupted service and support.”

Carrying out these demanding responsibilities puts the Network team under plenty of pressure. “When there’s a critical application issue or a site malfunction, the network team is the first point of contact,” explains Mr Bdiri. “We need to be armed to respond to such requests to quickly resolve network issues or, at the very least, clear the network.”

Amid growing cybersecurity threats and complex network management tasks, the MIOM’s challenges were amplified by its increasingly complex information system, coupled with a large number of agents spread across the country. This situation intensified the need for a dynamic, secure, adaptable network infrastructure. The DTNUM sought not only to upgrade their technology but to achieve a new benchmark in network management and operational efficiency.



Solution: Embracing advanced technology for a resilient network

The DTNUM implemented Riverbed Network Observability solutions to gain comprehensive network insights. The team implemented AppResponse for detailed network performance visibility, NetProfiler for in-depth analysis of cloud and hybrid networks, and the Riverbed Portal for centralized management of network data and insights.

The Portal became a pivotal tool for the Network Office, offering an integrated view for quick decision-making. This was crucial to ensure that critical applications and services ran smoothly and securely, a non-negotiable requirement for the MIOM's operations.

In 2021, the Network Office faced a significant challenge with the State Inter-ministry Network (RIE) access at major Paris airports, Orly and Roissy. The network link had become entirely saturated, directly affecting border control information systems, which require constant network availability.

“To address this critical issue and ensure the smooth functioning of these systems at the airport, we deployed Riverbed NetProfiler and AppResponse, which were instrumental in diagnosing and resolving the network saturation,” reveals Mr Bdiri.

In particular, when issues like the malfunctioning of the Parafe system—a passport verification and border control system deployed in France, arise, “Riverbed's network management tools help us swiftly identify and then resolve these issues, in order to keep the system up and running, and thus reduce the time it takes for passengers to pass through border control,” states Mr Bdiri.

“Before Riverbed, we had to physically go to the site to investigate the issue. It could take a few days, during which our technicians could not carry out their day-to-day tasks,” recalls Mr Bdiri. “Investigating without a tool like Riverbed's packet

and flow monitoring means investigating on site, and that's a waste of time.”

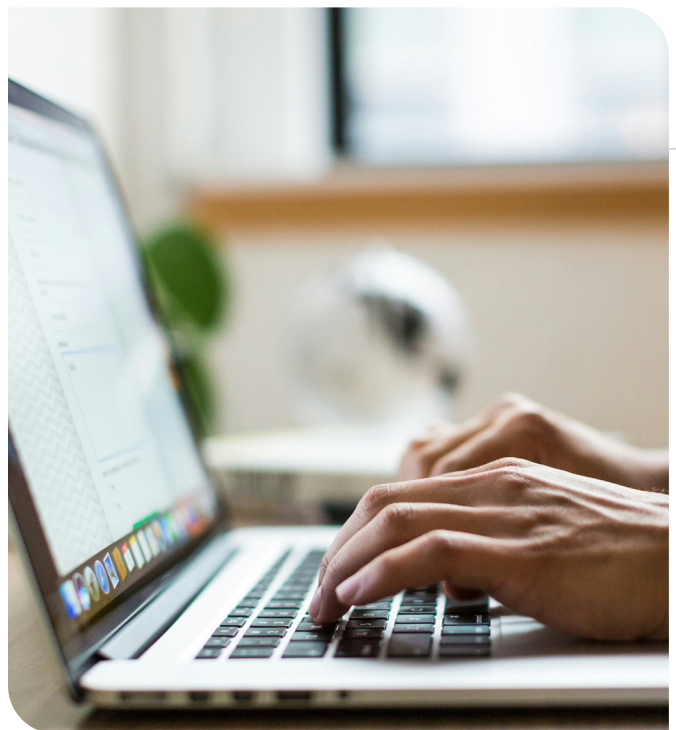
The main advantage of the Riverbed solution is its ability to identify, remotely and in a matter of minutes, whether the cause of an incident is network or application-related so that the right team can be called in if necessary.

The ability to rapidly deploy and manage network resources using Riverbed's solutions has not only reduced downtime but also set a new standard for efficiency, reliability, and network infrastructure preparedness.

Benefits: Enhanced efficiency and responsiveness

Riverbed's solutions significantly improved network management and operational efficiency at the MIOM. Enhanced network performance visibility and faster issue resolution have substantially increased the reliability and security of their services.

“Our colleagues have noticed considerable benefits in terms of time saved and improved responsiveness,” explains Mr Bdiri.



“We have experienced a significant improvement in incident response times which helps to limit network downtime. The ability to quickly address network issues has reduced pressure on our teams and improved our department’s reputation of our service efficiency within the department and among our partners.”

Mustapha Bdiri,
Head of the Network Office, Ministère de l’Intérieur

Riverbed’s solutions have streamlined the Ministry’s operations and bolstered its capacity to handle urgent and critical tasks, essential for a front-line agency institution where prompt response is of utmost importance.

“These tools, especially Riverbed AppResponse, have significantly contributed to this positive perception, enabling us to respond swiftly to incidents impacting information systems security (ISS),” Mr Bdiri says.

“Riverbed Portal, for example, gave staff greater visibility over MIOM operations, allowing them to manage their network more efficiently and respond speedily to various demands.”

Mustapha Bdiri,
Head of the Network Office, Ministère de l’Intérieur

“The next phase of our collaboration with Riverbed extends beyond the network office, involving other players in the Digital Transformation department of the Ministry of the Interior and Overseas,” Mr Bdiri concludes.

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- Mustapha Bdiri, Head of the Network Office, Ministère de l’Intérieur



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