

# Case Study: Datacom

ConfD helped DataCom to revitalize its product line, while decreasing development time to quickly deliver its network operating system to enterprises and service providers. Now, ConfD is the center of the management interfaces for the new product line that they have launched. Use of ConfD allows Datacom to focus on R&D that will meet their customers' needs rather than investing engineering resources into developing management plane services and interfaces.

## About Datacom

Datacom works with organizations and communities around the world, supporting their data communications needs. Datacom supports customers through a broad range of services and solutions that span technology, operations, digital, and products, all underpinned by robust industry experience and insight.

## The Need for Product Development Agility

Since Datacom began 20 years ago with its first network switches using a proprietary operating system, network complexity and the demand for features have grown tremendously. Their legacy OS prevented Datacom from quickly addressing product development needs and slowed the time to market. Additionally, because they took pride in their ability to develop every aspect of network management, they were expending their resources on innovating the management systems rather than reinventing the products. Datacom began to search for a technology partner that could allow them to focus on scaling up the development process and reaching their design goals.

## The Solution: ConfD from Tail-f

Datacom's architects were tasked with researching alternatives for their existing network management systems. One of their engineers had been conducting this research for years and had watched the progress of Tail-f as its products matured and the company emerged as the market leader.

"We selected ConfD from Tail-f because it's the most mature solution on the market, with the feature set to expedite our product development process and overcome legacy issues. Now, ConfD is the center of the interface for the new product line we have launched. It allows us to focus on R&D that will meet our customers' needs."

**—Ricardo Pianta, Engineering  
Manager at Datacom**

Three key points factored heavily in their decision to choose Tail-f:

1. **Feature set.** ConfD provided the northbound interfaces Datacom needed to facilitate the product development process.
2. **Maturity.** Because Tail-f is recognized as the leader in network management solutions, Datacom was confident in getting the best product and support.
3. **Compatibility.** Datacom works with other vendors, such as Metaswitch, and the vendor-neutral capabilities of ConfD would be ideal for agility during the development process.

## The Results

ConfD is now in the center of the new DmOS operating system and provides northbound interfaces and programmability for Datacom's latest product line. With nine products released running DmOS and more on the way, ConfD has been a key part of a revitalized, rapid product development process. Datacom is now able to focus its R&D efforts into creating feature sets that meet their customers' needs rather than recreating network management capabilities for each product or project.

Critically, ConfD has also eliminated Datacom's challenge in bridging the gap between product launch and support in their DmView network management system. Previously, it took weeks or months to have this support in place, but with ConfD at the center of the management plane and interfaces, they are now able to fully support products upon launch to provide a better customer experience.

Datacom is looking forward to utilizing more of ConfD's capabilities in the future, particularly relating to the development of more robust, redundant network environments. Additionally, Datacom will look to leverage ConfD's world class NETCONF implementation for integrating with network orchestrators such as Cisco Network Services Orchestrator (NSO).



[www.tail-f.com](http://www.tail-f.com)

[info@tail-f.com](mailto:info@tail-f.com)

---

### Corporate Headquarters

Sveavagen 25  
111 34 Stockholm  
Sweden  
+46 8 21 37 40