BROADCOM®

NETOPS CASE STUDY

Large Enterprise Healthcare Company

Introduction

This case study of a large enterprise healthcare company is based on a November 2023 survey of NetOps customers by TechValidate, a 3rd-party research service. The profiled company asked to have their name blinded to protect their confidentiality.

> "To this point, we are impressed with the network visibility we have seen using the solution."
>
> "We use the solution for end-to-end network monitoring."
>
> "The solution allows us to gain holistic network visibility, which helps us to troubleshoot issues faster."
>
> "The solution addresses the majority of what we need."

Challenges

What network operations (NetOps) challenges were you looking to solve by investing in DX NetOps or AppNeta?

- We needed to gain end-to-end network visibility
- We needed to reduce, if not eliminate blind spots in unmanaged/3rd party networks
- We needed to improve root cause analysis, isolation, and resolution (MTTD, MTTR)
- We wanted to reduce network mean-time-to-innocence (MTTI), empowering the right teams to address the issue
- We needed to be able to respond to network and user experience issues faster
- We wanted to reduce SD-WAN monitoring and validation complexity

What other vendors did you consider before selecting DX NetOps or AppNeta?

- ThousandEyes
- SolarWinds

Use Case

They use both DX NetOps and AppNeta for end-to-end network performance and user experience monitoring.

Results

Satisfaction with the following DX NetOps or AppNeta features:

- End-to-end coverage: unified portal/platform, delivering full visibility across managed and unmanaged networks: **Very Satisfied**
- Rapid and accurate isolation: network suppression, reducing alarm noise while diagnosing and resolving issues faster: **Very Satisfied**
- Proactive insights: prediction of trends to improve decision making and avoid serious network problems: **Very Satisfied**
- Broaden visibility: Extended performance monitoring with hop by hop network path analysis: **Very Satisfied**
- Tame complexity: Scale-up monitoring, supporting large SDx env., isolating network issues with less manual efforts: **Very Satisfied**
- Operational consistency: Reduce risk of change, using BGP path and device configuration change tracking: **Very Satisfied**
- Network quality assurance: Intelligent site-site path analysis using active and passive monitoring: **Very Satisfied**
- Visibility into ISP/Internet performance: Bringing user experience insights into the Network Operations Center (NOC): **Very Satisfied**

Reported that now that they have DX NetOps or AppNeta, their confidence in gaining end-to-end visibility (from the edge to the cloud) has **significantly improved.**

Company Profile

The company featured in this case study asked to have its name publicly blinded because publicly endorsing vendors is against their policies.

TechValidate stands behind the authenticity of this data.

Company Size:
Large Enterprise

Industry:
Healthcare

About NetOps

NetOps by Broadcom offers a robust set of network observability and management capabilities. With these capabilities, teams can optimize network operations, accelerate network transformations, and enhance connected experiences. The solution equips users with a unified view of traditional networks as well as modern, software-defined, and multi-cloud environments. The solution delivers the rapid scalability needed to support the network transformation initiatives of the largest global enterprises.

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