NETSCOUT SOLUTIONS CASE STUDY

Fortune 500 pharmacy benefit management company reduced MTTK by more than 50% with ubiquitous visibility in the cloud and on-premises

Introduction

This case study of a Fortune 500 health care company is based on a September 2019 survey of NETSCOUT solutions customers by TechValidate, a 3rd-party research service. The profiled company asked to have their name blinded to protect their confidentiality.

Challenges

The business challenges that led the profiled company to evaluate and ultimately select NETSCOUT solutions:

- **Strongly agrees** with the following as it pertains to cloud migration or data center transformation:
  - high volume of disparate data from siloed tools makes it challenging to manage performance and security issues
  - visibility blind spots in the hybrid cloud and multi-cloud increase risk
  - lack of a common situational awareness between IT teams causes finger-pointing:
- **Strongly agrees** NETSCOUT helps solve these service assurance challenges:
  - gaining end-to-end visibility across the cloud, data center, and network edge
  - optimizing application performance when migrating to the cloud
  - detecting anomalies and then quickly and efficiently investigating the root cause

Use Case

The key features and functionalities of NETSCOUT solutions that the surveyed company uses:

- Achieved the following with NETSCOUT solutions:
  - Greater speed and agility in introducing new services
  - Greater collaboration between NetOps, SecOps, and other IT teams
  - Improved network and service availability
- Rates the following NETSCOUT features **extremely important**:
  - ubiquitous visibility with pervasive instrumentation in the cloud and on-premises (vSTREAM™ and InfiniStreamNG™ software and hardware appliances)
  - deep application visibility for multi-cloud and data centers (Adaptive Service Intelligence™ technology)
  - actionable visibility for service performance, threats and vulnerabilities (nGeniusONE® and Arbor security)
- Finds the following NETSCOUT partnership for performance and security management **highly valuable:**
  - VMware (advanced technology partnership for NSX and VMware Cloud on AWS)

Results

This pharmacy benefits management organization, one of the top three in the United States generating over $100 billion in revenue, achieved the following results with NETSCOUT solutions:

- The packet data that NETSCOUT converts into meaningful information helps their organization:
  - Continuously monitor a variety of availability, reliability, responsiveness and threat metrics
- Improved the following with NETSCOUT solutions:
  - **improved visibility: more than 50%**
  - **reduced MTTK: more than 50%**
- NETSCOUT enables them to confidently deploy and secure applications and services across physical, virtual, and cloud environments by:
  - Transforming packet data into smart data to gain anywhere, anytime visibility and actionable intelligence, at scale
  - Delivering smarter analytics to intelligently pinpoint data, network, session, and application elements that are causing performance problems
- **Strongly agrees** NETSCOUT's performance and security monitoring technologies for on-premises, cloud, and network edge provides:
  - deep visibility into service stacks provides an early warning system for IT and SecOps
  - consistent performance and security monitoring, at scale, protects critical applications and services

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:
Fortune 500

Industry:
Health Care

About NETSCOUT solutions

The nGeniusONE Service Assurance Platform enables the IT organization to attain rapid and clear insights into service performance across the entire IT infrastructure from the network, application and user community perspective. Quickly triage issues and assure extraordinary service quality from a single platform.

Learn More:

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