

## Case Study: Netcontroll

### Introduction

This case study of Netcontroll is based on a May 2015 survey of NetScout customers by TechValidate, a 3rd-party research service.

“The NETSCOUT nGeniusONE Service Assurance platform allows us to discover the underlying problems significantly faster in A) database communication, B) finding the application and user that is saturating an interlink between data centers, and lastly, C) to discover the flows of a specific application in the network.”

### Challenges

- Finds that using a single service-oriented performance management platform from NETSCOUT is the most effective in triaging service performance issues.

### Use Case

- Agrees that the top reason for purchasing NETSCOUT solutions is to optimize the performance of their IT services.
- Considered the following vendor before selecting the NETSCOUT solution to solve critical IT challenges like reducing degradations and outages:
  - Splunk

### Results

- Agrees that NETSCOUT’s solutions powered by Adaptive Service Intelligence (ASI™) technology offer a unique and holistic view of service dependencies and interrelationships.
- Accomplished the following to increase ROI in the short-term and promote operational excellence in the long-term with NETSCOUT:
  - Increased quality of end-user experience
  - Improved IT staff productivity
  - Displaced several performance management tools with a single platform from NETSCOUT
- Spent the following amounts of time on average in the war room resolving a core service incident before and after NETSCOUT:
  - Before using a NETSCOUT solution: 20-30 hours
  - Using a NETSCOUT solution: Up to 5 hours
- Reduced the mean time to resolution (MTTR) by 95% or greater with NETSCOUT’s proactive service triage compared to an alternative solution.
- Reduced the capital expenditures associated with performance management of their IT infrastructure by 75% or greater with NETSCOUT.
- Improved the following areas by the following rates with NETSCOUT:
  - Improved problem identification: 75-100%
  - Improved service performance management: 50-74%
  - Reduced MTTK: 50-74%
  - Shortened service disruptions: 75-100%
  - Reduced time spent troubleshooting: 75-100%

#### Company Profile

Company:  
**Netcontroll**

Company Size:  
**Small Business**

Industry:  
**Professional Services**

#### About NetScout

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:**

[NETSCOUT](#)

[NetScout](#)