

Case Study: Fidelity Investments

Introduction

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



“With NETSCOUT nGeniusONE, you get an overall or complete end-to-end view of application and network status in a single dashboard pane.”

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 vendors before selecting the NETSCOUT solution to solve critical IT challenges like reducing degradations and outages:
 - CA
 - Splunk
 - Riverbed
 - Niksun
 - NetQoS

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:
 - 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: 10-20 hours
 - Using a NETSCOUT solution: Up to 5 hours
 - Reduced time spent in the war room resolving critical service incidents by 50% to 75%
- Reduced the mean time to resolution (MTTR) by an incredible 80% 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 up to 9% with NETSCOUT.
- Improved the following areas by the following rates with NETSCOUT:
 - Improved problem identification: 50-74%
 - Improved service performance management: 50-74%
 - Reduced MTTK: 50-74%
 - Shortened service disruptions: 50-74%
 - Reduced time spent troubleshooting: 50-74%
- Incurred a dramatic improvement in service triage

Company Profile

Company:
Fidelity Investments

Company Size:
Large Enterprise

Industry:
Financial 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](#)

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