NETSCOUT NGENIUSONE PLATFORM CASE STUDY

AAA Michigan Reduces Risk and Achieves Business Goals Through Actionable Visibility in the Hybrid Cloud

Introduction

This case study of AAA Michigan is based on a June 2021 survey of NETSCOUT nGeniusONE Platform customers by TechValidate, a 3rd-party research service.

Challenges

The business challenges that led AAA Michigan to evaluate and ultimately select NETSCOUT nGeniusONE Platform:

- The NETSCOUT solution is **extremely important** or important as part of their cloud migration projects:
  - pre-cloud migration visibility into service dependencies
  - end-thru-end visibility and actionable insights during cloud migration
  - post-cloud migration monitoring, troubleshooting, optimization of service performance
- "Day 2" postmigration visibility challenges that are best solved by NETSCOUT solutions for complex hybrid cloud environments:
  - Assure service delivery and quality
  - Application performance management
  - Optimize user or customer experience
- Top service assurance tools that are important for this organization to solve a new application performance or user experience problem in the hybrid cloud:
  - NETSCOUT
  - AWS CloudWatch

Use Case

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

- Cloud service providers their organization works with:
  - AWS: using it today
  - Microsoft Azure: using it today
- AAA Michigan **strongly agrees** with the following statements:
  - smart data is needed premigration to understand service dependencies and application performance baselines
  - insights into service, application, and infrastructure performance requires smart data to achieve user experience objectives during cloud migration
  - monitoring a variety of performance metrics requires smart data postmigration to quickly pinpoint the root cause of problems
  - to reap the full benefits of a hybrid cloud, smart data is needed to optimize service delivery and application performance
- NETSCOUT enables this organization to confidently deploy and secure applications and services across hybrid cloud environments by:
  - **Reducing MTTK** (Mean Time to Knowledge) through a single pane of glass, service-centric dashboards and top-down root cause analysis using nGeniusONE

Results

AAA Michigan achieved the following results with NETSCOUT nGeniusONE Platform:

- Rates NETSCOUT solution value against alternative solutions **significantly better** for helping to manage risk and assure application performance during cloud migration.
- Rates NETSCOUT Visibility without Borders for cloud migration **extremely valuable** for:
  - visibility on-premises and in the cloud to optimize service performance
  - visibility into lifting and shifting or refactoring existing applications to baseline current traffic patterns and application response times
  - visibility across an entire distributed infrastructure for actionable insights during workload migration to the cloud

Company Profile

Company:
AAA Michigan

Company Size:
Large Enterprise

Industry:
Insurance

About NETSCOUT nGeniusONE Platform

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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Source: James Welch, Network Engineer, AAA Michigan