

Local Government Agency Says Removing the Visibility Gap Between On-Prem, Cloud and WAN Environments Reduced MTTR by Over 90%

Introduction

This case study of Ontario Ministry of Government and Consumer Services 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 the Ontario Ministry of Government and Consumer Services to evaluate and ultimately select NETSCOUT nGeniusONE Platform:

- The NETSCOUT solution is **extremely 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
 - Quickly respond to vulnerabilities and security threats
 - Collaboration between the enterprise IT team and cloud service provider

Use Case

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

- Cloud service providers their organization works with:
 - AWS: using it today
 - Microsoft Azure: using it today
- The profiled company **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
 - **Supporting** cloud native features such as **Traffic Mirroring** to complement NETSCOUT software-based instrumentation (vSTREAM™)

Results

Ontario Ministry of Government and Consumer Services achieved the following results with NETSCOUT nGeniusONE Platform:

- Rates NETSCOUT solution value against alternative solutions **best-in-class** 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

Organization Profile

Organization:
Ontario Ministry of Government and Consumer Services

Organization Size:
State & Local

Industry:
Government

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:

[NETSCOUT](#)

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