Case Study: Telus Corporation

Introduction

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

> " "[With NETSCOUT nGeniusONE], you get a consistent holistic, end-to-end view of your service delivery infrastructure while increasing service uptime and end-user productivity."

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:
  - Tektronix

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
- 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: 5-10 hours
  - Using a NETSCOUT solution: Up to 5 hours
- Reduced the mean time to resolution (MTTR) by an impressive 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 10-24% with NETSCOUT.
- Improved the following areas by the following rates with NETSCOUT:
  - Improved problem identification: 10-24%
  - Improved service performance management: 10-24%
  - Reduced MTTK: 10-24%
  - Shortened service disruptions: 10-24%
  - Reduced time spent troubleshooting: 10-24%

Company Profile

Company:
TELUS Corporation

Company Size:
Large Enterprise

Industry:
Telecommunications 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

Source: Garry Alter, Design Specialist, TELUS Corporation

Research by **TechValidate** by SurveyMonkey