NETSCOUT™

AAA Michigan achieves winning policy with end-to-end visibility

Introduction

This case study of AAA Michigan is based on a September 2019 survey of NETSCOUT solutions customers by TechValidate, a 3rd-party research service.

Challenges

Agrees with the business challenges concerning cloud migration or data center transformation that led AAA Michigan to evaluate and ultimately select NETSCOUT solutions:

- high volume of disparate data from siloed tools makes it challenging to manage performance and security issues
- visibility blind spots in the hybrid cloud and multi-cloud increase risk
- lack of a common situational awareness between IT teams causes finger-pointing

- *Agrees NETSCOUT helps solve these service assurance challenges:*

- gaining end-to-end visibility across the cloud, data center, and network edge
- optimizing application performance when migrating to the cloud
- detecting anomalies and then quickly and efficiently investigating the root cause

Use Case

The key features and functionalities of NETSCOUT solutions that the AAA Michigan uses:

- Achieved the following with NETSCOUT solutions:
  - Greater speed and agility in introducing new services
  - Early warning into the risks that threaten digital services and assets
  - Happier users with improved quality of experience through actionable insights
  - Greater collaboration between NetOps, SecOps, and other IT teams
  - Improved network and service availability
- AAA Michigan rates the following NETSCOUT features important or extremely important:
  - Ubiquitous visibility with pervasive instrumentation in the cloud and on-premises (vSTREAM™ and InfiniStreamNG™ software and hardware appliances)
  - Deep application visibility for multi-cloud and data centers (Adaptive Service Intelligence™ technology)
  - Actionable visibility for service performance, threats and vulnerabilities (nGeniusONE® and Arbor security)
- Finds the following NETSCOUT partnerships for performance and security management valuable:
  - AWS (advanced technology partnership, marketplace offerings)
  - Microsoft Azure (co-sell partnership, marketplace offerings)
  - VMware (advanced technology partnership for NSX and VMware Cloud on AWS)

Results

AAA Michigan achieved the following results with NETSCOUT solutions:

- The packet data that NETSCOUT converts into meaningful information helps their organization:
  - Continuously monitor a variety of availability, reliability, responsiveness and threat metrics
  - Get deep insights into service dependencies to assure both security and high-quality customer experience
- Achieved the following with NETSCOUT solutions:
  - **Improved visibility: more than 50%**
  - **Reduced MTTK: more than 50%**
- NETSCOUT enables them to confidently deploy and secure applications and services across physical, virtual, and cloud environments by:
  - Transforming packet data into smart data to gain anywhere, anytime visibility and actionable intelligence, at scale
  - Delivering smarter analytics to intelligently pinpoint data, network, session, and application elements that are causing performance problems
  - Helping rapidly uncover and resolve security problems without modifying existing workflows
- Agrees NETSCOUT's performance and security monitoring technologies for on-premises, cloud, and network edge provides:
  - deep visibility into service stacks and an early warning system for IT and SecOps
  - consistent performance and security monitoring, at scale, and protects critical applications and services

About NETSCOUT solutions

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 solutions

Source: James Welch, Network Engineering , AAA Michigan