

Case Study: Large Enterprise Telecommunications Services Company

Introduction

This case study of a large enterprise telecommunications services company is based on a May 2015 survey of NetScout customers by TechValidate, a 3rd-party research service. The profiled company asked to have their name blinded to protect their confidentiality.

“With NETSCOUT nGeniusONE, our telecommunications company has derived some core benefits. We get a consistent, holistic and comprehensive view of our entire network service delivery IT infrastructure. We have also reduced time spent in the war room resolving technical issues. We’ve also been able to initiate quicker problem resolution, reducing MTTK substantially. Lastly, we have also increased our 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

- Telecom agrees that the top reason for purchasing NETSCOUT solutions is to optimize the performance of their IT services.

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
 - Reduced operational expenses
- Reduced the mean time to resolution (MTTR) by an incredible 95% or greater with NETSCOUT’s proactive service triage as compared to an alternative competitive solution.
- Improved the following areas by the following rates with NETSCOUT:
 - Improved problem identification: 75-100%
 - Improved service performance management: 75-100%
 - Reduced MTTK: 75-100%
 - Shortened service disruptions: 75-100%
 - Improved all network service performance KPIs by a stellar 75-100%

Company Profile

The company featured in this case study asked to have its name publicly blinded because publicly endorsing vendors is against their policies.

TechValidate stands behind the authenticity of this data.

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.

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