

# Company that helps unite teams around customers uses smart data to reduce MTTR and increase employee productivity in the cloud

## Introduction

This case study of Salesforce Co is based on an October 2020 survey of NETSCOUT nGeniusONE Platform customers by TechValidate, a 3rd-party research service.

## Challenges

The business challenges that led the profiled company to evaluate and ultimately select NETSCOUT nGeniusONE Platform:

- The company **strongly agrees** that NETSCOUT solved cloud migration challenges by:
  - gaining end-through-end visibility across the cloud, data center, and network edge
  - improving user experience in a complex hybrid environment
  - detecting service delivery problems and quickly troubleshooting them
  - efficiently assuring service performance before, during, and after cloud migration
- **Strongly agrees** with the following statements:
  - lack of visibility into on-prem application dependencies and performance baselines increases the risk of cloud migration
  - fragmented visibility in the hybrid cloud increases the time required to resolve service issues
- The company agrees Adaptive Service Intelligence (ASI) technology from NETSCOUT is used for analyzing traffic data at the source and is:
  - **the most effective** method of assuring service delivery across any hybrid cloud

## Use Case

- The large enterprise company uses NETSCOUT service assurance solutions for cloud migration for its ability to:
  - Lift-and-shift existing applications and migrate them to the cloud with greater speed and agility
  - Enhance end-user and customer experience with improved network and service availability, reliability and responsiveness
  - Assure the success of data center transformation
- Considers the following **extremely important** for hybrid cloud environments:
  - discover all service dependencies and quickly troubleshoot application performance issues
  - monitor and troubleshoot service performance in real-time from a single pane of glass
- Confirmed that the power of NETSCOUT smart data does help their organization effectively manage risk and build applications or services in hybrid cloud environments.

## Results

The surveyed company achieved the following results with NETSCOUT nGeniusONE Platform:

- Confirmed NETSCOUT monitoring and troubleshooting solution reduced MTTR as part of their organization's cloud migration **by 80 – 100%**.
- Rates NETSCOUT performance monitoring and troubleshooting **best in class** against alternative solutions:
  - visibility across NSX-T and VMware Cloud on AWS or Azure
  - service monitoring and troubleshooting in hybrid cloud environments
  - monitoring and troubleshooting VPN services in complex IT environments and protecting end-user experience

### Company Profile

Company:  
**Salesforce Co**

Company Size:  
**Large Enterprise**

Industry:  
**Internet**

### 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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