

Case Study: Federal Government Agency

Introduction

This case study of United States Postal Service is based on a May 2015 survey of NetScout customers by TechValidate, a 3rd-party research service.

“NETSCOUT products and services have consistently met our needs for over 10 years. nGeniusONE version 5.4 has provided multiple means for detailed performance analysis.”

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:
 - Niksun

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
 - Improved IT staff productivity
 - Displaced several performance management tools with a single platform from NETSCOUT
- 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: 30+ hours
 - Using a NETSCOUT solution: Up to 5 hours
 - Improved time spent in war room by 83% over previous levels
- Reduced the mean time to resolution (MTTR) by a stellar 95% 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 75% or greater with NETSCOUT.
- 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%
 - Reduced time spent troubleshooting: 75-100%
- Reaped significant improvement in key performance indicators related to service triage

Organization Profile

Organization:
United States Postal Service

Organization Size:
Federal

Industry:
Government

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:

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