NETSCOUT NGENIUSONE PLATFORM CASE STUDY

End-thru-end visibility in the hybrid cloud and fast application performance troubleshooting supports a brighter future for all students

Introduction

This case study of a large educational institution is based on an October 2020 survey of NETSCOUT nGeniusONE Platform customers by TechValidate, a 3rd-party research service. The profiled company asked to have their name blinded to protect their confidentiality.

Challenges

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

- Large education institution **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
- The company **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 **strongly 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

- Education Institution uses NETSCOUT service assurance solutions for cloud migration for it's ability to:
  - Enhance end-user and customer experience with improved network and service availability, reliability and responsiveness
  - Protect user productivity by providing visibility and intelligence required to solve problems fast
- 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

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

NETSCOUT nGeniusONE Platform

Source: TechValidate survey of a Large Educational Institution