

Large Financial Services Company Accelerates Service Delivery and New Business Models with Smart Data

Introduction

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



“NETSCOUT solutions help solve challenges related to the complexity of managing digital services at scale and high speed of change. In doing so, NETSCOUT provides business continuity with smart data.”

Challenges

The business challenges that led the financial services company to evaluate and ultimately select NETSCOUT nGeniusONE Solution.

- Utilized the following NETSCOUT solution features for business continuity:
 - Understand current capacity utilization and estimate future needs based on past trends
 - Gain a situational awareness through service-centric dashboards and a top-down approach
 - Quickly identify the root cause of service performance problems and anomalous behavior

Use Case

The key features and functionalities of NETSCOUT nGeniusONE Solution that the Financial Services company uses:

- Agrees that the approach most effective for assuring digital initiatives is continuous monitoring and real-time analytics of data flowing over the network.

Results

This large financial services company **strongly agrees** with the following statements:

- NETSCOUT helps achieve business goals by continuously measuring the performance of services and infrastructure to identify potential problems and plan for the roll-out of new applications
- This large financial service company has reduced business risk associated with new digital services and improved service performance by gaining holistic visibility with NETSCOUT solutions by the following:
 - **Reduced business risk: 50-79%**
 - **Improved service performance: 50-79%**
- Rated the following **payback period** in each of the following areas, when using NETSCOUT solutions:
 - Improved customer experience: 6-12 months
 - Operational efficiencies: 6-12 months
 - Support for new business models: **3-6 months**

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:
Financial Services

About NETSCOUT nGeniusONE Solution

The nGeniusONE Solution for Enterprise Performance Management enables the IT organization to attain rapid and clear insights into network and application performance across any infrastructure environment – data center, private & public cloud, and co-locations. Quickly triage issues and assure extraordinary service quality from a single solution.

Learn More:

[NETSCOUT](#)

[NETSCOUT nGeniusONE Solution](#)