

Large utility keeps the lights on for their customers and communities using actionable visibility for service performance and threats

Introduction

This case study of a large enterprise energy & utilities company is based on a September 2019 survey of NETSCOUT solutions 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 solutions:

- Agrees with the following as it pertains to cloud migration or data center transformation:
 - high volume of disparate data from siloed tools makes it challenging to manage performance and security issues
 - visibility blind spots in the hybrid cloud and multi-cloud increase risk
 - lack of a common situational awareness between IT teams causes finger-pointing
- Agrees NETSCOUT helps solve these service assurance challenges by:
 - gaining end-to-end visibility across the cloud, data center, and network edge
 - detecting anomalies and then quickly and efficiently investigating the root cause

Use Case

The key features and functionalities of NETSCOUT solutions that the surveyed company uses:

- Achieved the following with NETSCOUT solutions:
 - **Greater collaboration between NetOps, SecOps, and other IT teams**
 - **Improved network and service availability**
- Rates the following NETSCOUT features important:
 - ubiquitous visibility with pervasive instrumentation in the cloud and on-premises (vSTREAM™ and InfiniStreamNG™ software and hardware appliances)
 - deep application visibility for multi-cloud and data centers (Adaptive Service Intelligence™ technology)
 - actionable visibility for service performance, threats, and vulnerabilities (nGeniusONE® and Arbor security)
- Finds the following NETSCOUT partnerships for performance and security management valuable or highly valuable:
 - AWS (advanced technology partnership, marketplace offerings)
 - Microsoft Azure (co-sell partnership, marketplace offerings)
 - VMware (advanced technology partnership for NSX and VMware Cloud on AWS)

Results

The surveyed company achieved the following results with NETSCOUT solutions:

- The packet data that NETSCOUT converts into meaningful information helps their organization:
 - Continuously monitor a variety of availability, reliability, responsiveness and threat metrics
- Improved the following with NETSCOUT solutions:
 - **improved visibility: 40 – 50%**
 - **reduced MTTK: 20 – 29%**
- NETSCOUT enables them to confidently deploy and secure applications and services across physical, virtual, and cloud environments by:
 - Transforming packet data into smart data to gain anywhere, anytime visibility and actionable intelligence, at scale
 - Delivering smarter analytics to intelligently pinpoint data, network, session, and application elements that are causing performance problems
- Agrees NETSCOUT's performance or security monitoring technologies for on-premises, cloud, and network edge provides:
 - deep visibility into service stacks provides an early warning system for IT and SecOps
 - consistent performance and security monitoring, at scale, protects critical applications and services

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:
Energy & Utilities

About NETSCOUT solutions

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 solutions](#)