NETSCOUT NGENIUSONE PLATFORM CASE STUDY

S&P 500 Computer Software Company

Introduction

This case study of a S&P 500 computer software company is based on a July 2016 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.

> "NETSCOUT solutions enable superior business insights and decision making by harnessing the full power of IP Intelligence."
>
> "nGeniusONE UC&C monitors for SIP trunking, Call Servers, Voice and Video Performance is best in class compared to alternative solutions."

Challenges

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

- Utilized the following NETSCOUT solution features for Business Assurance:
  - Automatic discovery of service-delivery components and visualization of all interdependencies
  - Understand current capacity utilization and estimate future needs based on past trends
  - Quickly identify the root cause of service performance problems and anomalous behavior

Results

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

- Strongly confirms the following:
  - NETSCOUT helps measure and manage current IT infrastructure and services
  - 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
  - NETSCOUT helps to confidently navigate through changes for one or more of the following: Cloud, Unified Communications, Security, and IoT
- Rated the following NETSCOUT solutions when compared to alternative solutions for helping to solve service performance problems in their IT infrastructure that use different innovative technologies:
  - nGeniusONE with InfiniStream appliances and nGeniusPULSE for Cloud: best in class
  - nGeniusONE with physical and virtual InfiniStream appliances for Virtualization (data center, SDN/NFV): best in class
  - nGeniusONE UC&C monitors for SIP trunking, Call Servers, Voice and Video Performance: best in class
  - nGeniusONE with InfiniStream appliances for IoT infrastructure (edge, core and cloud): best in class
  - nGeniusONE with ASI technology for Continuous Application Deployment performance monitoring: best in class
- 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: 80-100%
  - Improved service performance: 50-79%
- Rated the following payback period in each of the following areas, when using NETSCOUT solutions:
  - Improved customer experience: 0-3 months
  - Operational efficiencies: 0-3 months
  - Support for new business models: 0-3 months
  - Increased collaboration: 0-3 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:
S&P 500

Industry:
Computer Software

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](#)