

Case Study: S&P 500 Computer Software Company

Introduction

This case study of a S&P 500 computer software company is based on a May 2015 survey of NetScout customers by TechValidate, a 3rd-party research service. The profiled company asked to have their name blinded to protect their confidentiality.

“NETSCOUT nGeniusONE allows us to more accurately measure end-user experience without rolling out custom applications such as synthetic trisection-based ones. It’s a comprehensive service triage tool.”

Challenges

- You have to have a system/application that pinpoints the location of the issue or problem, and then possibly drill down and have a correlation mechanism.

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:
 - We rely heavily on element managers to troubleshoot our issues. In the network/application segment we utilize NETSCOUT where possible.

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
- Reduced the capital expenditures associated with performance management of their IT infrastructure by 25-49% with NETSCOUT.
- Improved the following areas by the following rates with NETSCOUT:
 - Improved problem identification: 75-100%
 - Improved service performance management: 25-49%
 - Reduced MTTK: 25-49%
 - Shortened service disruptions: 25-49%
 - Reduced time spent troubleshooting: 25-49%
 - Improved core network performance KPIs a minimum of 25-49%

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

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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