NETSCOUT NGENIUSONE SOLUTION CASE STUDY

Fortune 500 Banking Company Uses Visibility Without Borders to Help People and Businesses Manage Their Money

Introduction

This case study of Fortune 500 Banking 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.

Challenges

The business challenges that led the banking company to evaluate and ultimately select NETSCOUT nGeniusONE Solution:

- Utilized the following NETSCOUT solution features for business continuity:
  - 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 banking 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

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

- **Strongly agrees** with the following statement:
  - NETSCOUT helps measure and manage current IT infrastructure and services
- Rated the following NETSCOUT solutions **best in class** when compared to alternative solutions for helping to solve service performance problems in their IT infrastructure that use different innovative technologies:
  - nGeniusONE with InfiniStreamNG appliances or vSTREAM and nGeniusPULSE for Cloud
  - nGeniusONE UC&C monitors for SIP trunking, Call Servers, Voice and Video Performance
  - nGeniusONE with InfiniStreamNG appliances or vSTREAM for IoT infrastructure (edge, core and cloud)
  - nGeniusONE with ASI technology for Continuous Application Deployment performance monitoring
- Has reduced business risk associated with new digital services and improved service performance by gaining holistic visibility with NETSCOUT solutions by **50-79%**
- Rated the following payback period in the following area, when using NETSCOUT solutions:
  - Improved customer experience: 12-18 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:
Fortune 500

Industry:
Banking

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