NETSCOUT NGENIUSONE PLATFORM CASE STUDY

End-to-End Visibility Across On-Prem and Cloud Infrastructure Allows The Cleveland Clinic to Deliver Smarter Healthcare

Introduction

This case study of The Cleveland Clinic is based on a June 2021 survey of NETSCOUT nGeniusONE Platform customers by TechValidate, a 3rd-party research service.

Challenges

The business challenges that led the Cleveland Clinic to evaluate and ultimately select NETSCOUT nGeniusONE Platform:

- The NETSCOUT solution is **extremely important** or important as part of their cloud migration projects for:
  - pre-cloud migration visibility into service dependencies
  - end-thru-end visibility and actionable insights during cloud migration
  - post-cloud migration monitoring, troubleshooting, optimization of service performance
- "Day 2" postmigration visibility challenges that are best solved by NETSCOUT solutions for complex hybrid cloud environments:
  - Application performance management
  - Quickly respond to vulnerabilities and security threats
  - Collaboration between the enterprise IT team and cloud service provider
- Top service assurance tools that are important for this organization to solve a new application performance or user experience problem in the hybrid cloud:
  - NETSCOUT
  - AWS CloudWatch
  - AWS Security Hub

Use Case

The key features and functionalities of NETSCOUT nGeniusONE Platform that The Cleveland Clinic uses:

- Cloud service providers their organization works with:
  - AWS: using it today
  - Microsoft Azure: using it today
- The Cleveland Clinic **strongly agrees** with the following statements:
  - smart data is needed premigration to understand service dependencies and application performance baselines
  - insights into service, application, and infrastructure performance requires smart data to achieve user experience objectives during cloud migration
  - monitoring a variety of performance metrics requires smart data postmigration to quickly pinpoint the root cause of problems
  - to reap the full benefits of a hybrid cloud, smart data is needed to optimize service delivery and application performance
- NETSCOUT enables this organization to confidently deploy and secure applications and services across hybrid cloud environments by:
  - **Reducing MTTK** (Mean Time to Knowledge) through a single pane of glass, service-centric dashboards and top-down root cause analysis using nGeniusONE
  - **Supporting** cloud native features such as **Traffic Mirroring** to complement NETSCOUT software-based instrumentation (vSTREAM™)

Results

The Cleveland Clinic achieved the following results with NETSCOUT nGeniusONE Platform:

- Rates NETSCOUT solution value **best-in-class** against alternative solutions for helping to manage risk and assure application performance during cloud migration
- Rates NETSCOUT Visibility without Borders for cloud migration **extremely valuable** for:
  - visibility on-premises and in the cloud to optimize service performance
  - visibility into lifting and shifting or refactoring existing applications to baseline current traffic patterns and application response times
  - visibility across an entire distributed infrastructure for actionable insights during workload migration to the cloud

Company Profile

Company:
The Cleveland Clinic

Company Size:
Large Enterprise

Industry:
Healthcare

About NETSCOUT nGeniusONE Platform

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 nGeniusONE Platform

Source: David Hines, Network Architect, The Cleveland Clinic

Research by TechValidate by SurveyMonkey

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