Case Study: Small Business Energy & Utilities Company

Introduction

This case study of a small business energy & utilities 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.

> "With NETSCOUT nGeniusONE we get a consistent holistic, end-to-end view of our network's service delivery infrastructure. [That is invaluable.]"

Challenges

- Finds that using a single service-oriented performance management platform from NETSCOUT is the most effective in triaging service performance issues.

Use Case

- Agrees that the top reason for purchasing NETSCOUT solutions is to optimize the performance of their IT services.
- Considered the following vendors before selecting the NETSCOUT solution to solve critical IT challenges like reducing degradations and outages:
    - Riverbed

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
- Spent the following amounts of time on average in the war room resolving a core service incident before and after NETSCOUT:
    - Before using a NETSCOUT solution: 30+ hours
    - Using a NETSCOUT solution: 10-20 hours
    - Dropped time spent in war room
- Reduced the mean time to resolution (MTTR) by 90% or greater with NETSCOUT's proactive service triage compared to an alternative solution.
- Reduced the capital expenditures associated with performance management of their IT infrastructure by 50-74% with NETSCOUT.
- Improved the following areas by the following rates with NETSCOUT:
    - Improved problem identification: 75-100%
    - Improved service performance management: 75-100%
    - Reduced MTTK: 75-100%
    - Shortened service disruptions: 75-100%
    - Reduced time spent troubleshooting: 75-100%
        - Service triage KPIs improved 75-100%

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:
Small Business

Industry:
Energy & Utilities

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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