

## Case Study: BT America, Inc.

### Introduction

This case study of BT America Inc is based on a May 2015 survey of NetScout customers by TechValidate, a 3rd-party research service.

“It is a great product. We are able to troubleshoot issues faster. I love using NETSCOUT. Before we didn’t grasp the full extent of our network problems, but now we can and we analyze the problems much quicker than before. Also, the information is succinct to the issue without confusing the issue by providing too much information. That saves time.”

### Challenges

- Finds that using a single service-oriented performance management platform from NETSCOUT is 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
  - Network Sniffer

### 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
  - Displaced several performance management tools with a single platform from NETSCOUT
- 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: Up to 5 hours
    - Saves 6x the time spent in the war room resolving critical issues now that it uses NETSCOUT nGeniusONE
- Reduced the mean time to resolution (MTTR) by a whopping 95% 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 an astonishing 75% or greater 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%

#### Company Profile

Company:  
**BT America Inc**

Company Size:  
**Global 500**

Industry:  
**Telecommunications Services**

#### 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:

[NETSCOUT](#)

[NetScout](#)