

Case Study: Lincoln National Corporation

Introduction

This case study of Lincoln National Corporation is based on a May 2015 survey of NetScout customers by TechValidate, a 3rd-party research service.

“The NETSCOUT nGeniusONE tool is ‘all knowing.’ It helps us with identifying who and what people — and applications — were causing network congestion and other problems.”

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:
 - Splunk
 - Riverbed
 - NetQoS

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
- 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: Up to 5 hours
 - Using a NETSCOUT solution: Up to 5 hours
- Reduced the mean time to resolution (MTTR) by an amazing 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 25-49% with NETSCOUT.
- Improved the following areas by the following rates with NETSCOUT:
 - Improved problem identification: up to 10%
 - Improved service performance management: 10-24%
 - Reduced MTTK: 25-49%
 - Shortened service disruptions: 50-74%
 - Reduced time spent troubleshooting: 75-100%

Company Profile

Company:
Lincoln National Corporation

Company Size:
Global 500

Industry:
Insurance

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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