NETSCOUT NGENIUSONE SOLUTION CASE STUDY

Actionable Visibility Makes Dollars and Sense for the Federal Government and Keeps Businesses and Citizens Safe

Introduction

This case study of Federal Government agency is based on a survey of NETSCOUT nGeniusONE Solution customers by TechValidate, a 3rd-party research service. The profiled organization asked to have their name blinded to protect their confidentiality.

> "NETSCOUT delivers superior network and application performance for SDDC, Cloud and IoT. Federal Government experienced fast payback including improved customer experience."

Challenges

The business challenges that led the federal government agency to evaluate and ultimately select NETSCOUT nGeniusONE Solution.

- Utilized the following NETSCOUT solution features for business continuity:
  - Understand current capacity utilization and estimate future needs based on past trends
  - Gain a situational awareness through service-centric dashboards and a top-down approach
  - 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 federal government agency 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 organization achieved the following results with NETSCOUT nGeniusONE Solution:

- This federal government agency **strongly agrees** or agrees with the following statements:
  - NETSCOUT helps measure and manage current IT infrastructure and services
  - NETSCOUT helps achieve business goals by continuously measuring the performance of services and infrastructure to identify potential problems and plan for the roll-out of new applications
  - NETSCOUT helps to confidently navigate through changes for one or more of the following: Cloud, Unified Communications, Security, and IoT
- 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
- Has reduced business risk associated with new digital services and improved service performance by gaining holistic visibility with NETSCOUT solutions by the following:
  - **Reduced business risk: 25-49%**
  - **Improved service performance: 25-49%**
- Rated the following **payback period** in each of the following areas, when using NETSCOUT solutions:
  - **Improved customer experience: 0-3 months**
  - Operational efficiencies: 6-12 months
  - Support for new business models: 6-12 months
  - Increased collaboration: 0-3 months

Organization Profile

The organization 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.

Organization Size:
Federal

Industry:
Government

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