

# Case Study: Turkcell

## Introduction

This case study of Turkcell İletişim Hizmetleri A.S. is based on a June 2015 survey of NetScout customers by TechValidate, a 3rd-party research service.

“NETSCOUT products help us to troubleshoot performance deficiencies in our network much faster.”

## 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:
  - CA
  - Splunk
  - JDSU
  - HP
  - Anritsu

## Results

- Agrees that NETSCOUT's solutions powered by Adaptive Service Intelligence (ASI™) technology offers 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: 5-10 hours
    - Reduced the time spent in the war room 67-83% using NETSCOUT nGeniusONE
- Reduced the mean time to resolution (MTTR) by an enormous 80% 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 10-24% with NETSCOUT.
- Improved the following areas by the following rates with NETSCOUT:
  - Improved problem identification: 75-100%
  - Improved service performance management: 10-24%
  - Reduced MTTK: 75-100%
  - Shortened service disruptions: 50-74%
  - Reduced time spent troubleshooting: 75-100%
- Dramatically reduced key service performance indicators with our network.

### Company Profile

Company:  
**Turkcell İletişim Hizmetleri A.S.**

Company Size:  
**Large Enterprise**

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:

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