

# Global 500 Financial Services Company Uses Actionable Visibility for the Hybrid Cloud to Assure Service Delivery

## Introduction

This case study of a Global 500 financial services company is based on a June 2021 survey of NETSCOUT nGeniusONE Platform customers by TechValidate, a 3rd-party research service. The profiled company asked to have their name blinded to protect their confidentiality.

## Challenges

The business challenges that led this world-class financial services company to evaluate and ultimately select NETSCOUT nGeniusONE Platform:

- The NETSCOUT solution is **extremely important** as part of their cloud migration projects for:
  - pre-cloud migration visibility into service dependencies
  - end-thru-end visibility and actionable insights during cloud migration
  - post-cloud migration monitoring, troubleshooting, optimization of service performance
- “Day 2” postmigration visibility challenges that are best solved by NETSCOUT solutions for complex hybrid cloud environments:
  - Assure service delivery and quality
  - Quickly respond to vulnerabilities and security threats
- Top service assurance tools that are important for this financial services organization to solve a new application performance or user experience problem in the hybrid cloud:
  - NETSCOUT
  - AWS CloudWatch

## Use Case

The key features and functionalities of NETSCOUT nGeniusONE Platform that the Global 500 Financial Services company uses:

- Cloud service providers their organization works with:
  - AWS: using it today
  - Microsoft Azure: using it today
- This global financial services leader **strongly agrees** with the following statements:
  - smart data is needed premigration to understand service dependencies and application performance baselines
  - insights into service, application, and infrastructure performance requires smart data to achieve user experience objectives during cloud migration
  - monitoring a variety of performance metrics requires smart data postmigration to quickly pinpoint the root cause of problems
  - to reap the full benefits of a hybrid cloud, smart data is needed to optimize service delivery and application performance
- NETSCOUT enables this organization to confidently deploy and secure applications and services across hybrid cloud environments by:
  - **Reducing MTTK** (Mean Time to Knowledge) through a single pane of glass, service-centric dashboards and top-down root cause analysis using nGeniusONE
  - **Supporting** cloud native features such as **Traffic Mirroring** to complement NETSCOUT software-based instrumentation (vSTREAM™)

## Results

This Global 500 Financial Services company achieved the following results with NETSCOUT nGeniusONE Platform:

- Rates NETSCOUT solution value **better** against alternative solutions for helping you to manage risk and assure application performance during cloud migration:
- Rates NETSCOUT Visibility without Borders for cloud migration **valuable** for:
  - visibility on-premises and in the cloud to optimize service performance
  - visibility into lifting and shifting or refactoring existing applications to baseline current traffic patterns and application response times
  - visibility across an entire distributed infrastructure for actionable insights during workload migration to the cloud

### 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:  
**Global 500**

Industry:  
**Financial Services**

### About NETSCOUT nGeniusONE Platform

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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