

The Kansas City Railway Company shifts transportation IT into high gear with deep insights into service dependencies

Introduction

This case study of The Kansas City Railway Company is based on a September 2019 survey of NETSCOUT solutions customers by TechValidate, a 3rd-party research service.

Challenges

The business challenges that led the profiled company to evaluate and ultimately select NETSCOUT solutions:

- Agrees with the following as it pertains to cloud migration or data center transformation:
 - high volume of disparate data from siloed tools makes it challenging to manage performance and security issues
 - visibility blind spots in the hybrid cloud and multi-cloud increase risk
 - lack of a common situational awareness between IT teams causes finger-pointing
- Agrees NETSCOUT helps solve these service assurance challenges:
 - gaining end-to-end visibility across the cloud, data center, and network edge
 - optimizing application performance when migrating to the cloud
 - detecting anomalies and then quickly and efficiently investigating the root cause

Use Case

The key features and functionalities of NETSCOUT solutions that The Kansas City Railway Company uses:

- Achieved the following with NETSCOUT solutions:
 - Greater speed and agility in introducing new services
 - Happy users with improved quality of experience through actionable insights
- Rates the following NETSCOUT features extremely important or important:
 - ubiquitous visibility with pervasive instrumentation in the cloud and on-premises (vSTREAM™ and InfiniStreamNG™ software and hardware appliances)
 - deep application visibility for multi-cloud and data centers (Adaptive Service Intelligence™ technology)
 - actionable visibility for service performance, threats, and vulnerabilities (nGeniusONE® and Arbor security)
- Finds the following NETSCOUT partnerships for performance and security management valuable or highly valuable:
 - AWS (advanced technology partnership, marketplace offerings)
 - Microsoft Azure (co-sell partnership, marketplace offerings)

Results

The surveyed company achieved the following results with NETSCOUT solutions:

- The packet data that NETSCOUT converts into meaningful information helps their organization:
 - Continuously monitor a variety of availability, reliability, responsiveness and threat metrics
 - **Get deep insights into service dependencies to assure both security and high-quality customer experience**
- Improved the following with NETSCOUT solutions:
 - **improved visibility: 30 – 39%**
 - **reduced MTTK: 40 – 50%**
- NETSCOUT enables them to confidently deploy and secure applications and services across physical, virtual, and cloud environments by:
 - Transforming packet data into smart data to gain anywhere, anytime visibility and actionable intelligence, at scale
 - Delivering smarter analytics to intelligently pinpoint data, network, session, and application elements that are causing performance problems
 - Helping rapidly uncover and resolve security problems without modifying existing workflows
- **Strongly agrees** NETSCOUT's performance and security monitoring technologies for on-premises, cloud, and network edge provides:
 - deep visibility into service stacks and an early warning system for IT and SecOps
 - **consistent performance and security monitoring, at scale, protects critical applications and services**

Company Profile

Company:
The Kansas City Railway Company

Company Size:
Medium Enterprise

Industry:
Transportation Services

About NETSCOUT solutions

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](#)

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