NETSCOUT SOLUTIONS CASE STUDY

Popular Financial Services Company cashes in on Visibility Without Borders

Introduction

This case study of a large enterprise financial services company is based on a September 2019 survey of NETSCOUT solutions 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 Financial Services behemoth, which closed nearly half a trillion dollars of mortgage volume in five years, to evaluate and ultimately select NETSCOUT solutions:

- 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

Popular Financial Services Company strongly agrees NETSCOUT helps solve these service assurance challenges by:

- 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

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:
Large Enterprise

Industry:
Financial Services

Use Case

The key features and functionalities of NETSCOUT solutions that the surveyed company uses:

- Achieved the following with NETSCOUT solutions:
  - greater collaboration between NetOps, SecOps, and other IT teams
  - improved network and service availability
- Rates **extremely important** the following NETSCOUT features:
  - 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:
  - AWS (advanced technology partnership, marketplace offerings)
  - Microsoft Azure (co-sell partnership, marketplace offerings)
  - VMware (advanced technology partnership for NSX and VMware Cloud on AWS)

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

☐ NETSCOUT solutions

Results

One of the largest mortgage lending companies in the United States 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
- Achieved the following with NETSCOUT solutions:
  - **improved visibility: more than 50%**
  - **reduced MTTK: 40 – 50%**
- NETSCOUT enables them to confidently deploy and secure applications and services across physical, virtual, and cloud environments by:
  - 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
- Agrees NETSCOUT's performance and security monitoring technologies for on-premises, cloud, and network edge provides:
  - deep visibility into service stacks provides an early warning system for IT and SecOps
  - consistent performance and security monitoring, at scale, protects critical applications and services

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