Case Study: National Bank Of Abu Dhabi

Introduction

This case study of National Bank of Abu Dhabi (NBAD) is based on a May 2015 survey of NetScout customers by TechValidate, a 3rd-party research service.

> "NETSCOUT has good product support and a clear roadmap of their product's direction. We like nGeniusONE as it gives us an end-to-end view of our infrastructure."

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 vendor before selecting the NETSCOUT solution to solve critical IT challenges like reducing degradations and outages:
    - Opnet

Results

- 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
    - Reduced operational expenses
    - Improved IT staff productivity
    - Displaced several performance management tools with a single platform from NETSCOUT
- 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: 10-20 hours
    - Using a NETSCOUT solution: Up to 5 hours
    - Reduced time spent in the war room resolving critical service incidents by 50% to 75%
- Reduced the mean time to resolution (MTTR) by an astonishing 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 25-49% with NETSCOUT.
- Improved the following areas by the following rates with NETSCOUT:
    - Improved problem identification: 25-49%
    - Improved service performance management: 25-49%
    - Reduced MTTK: 10-24%
    - Shortened service disruptions: 25-49%
    - Reduced time spent troubleshooting: 25-49%

Company Profile

Company:
National Bank of Abu Dhabi (NBAD)

Company Size:
Medium Enterprise

Industry:
Banking

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:

 NETSCOUT

 NetScout

Source: Mahmoud Yassin, Senior IT Architect, National Bank of Abu Dhabi (NBAD)