

# NetScout Consulting Services: nGenius Service Delivery Manager Optimization

*Assuring the availability and performance of critical business services with solution deployment and optimization services*

## Service Overview

The nGenius Service Delivery Manager Optimization offering is designed to maximize an organization's investment in the nGenius Service Delivery Manager by identifying the organization's most critical business services and applications and then defining, tuning and configuring support of those services within nGenius Service Delivery Manager. Tuning nGenius Service Delivery Manager for its specific environment and services is a key step in effectively deploying and gaining maximum value. The NetScout professional services team will define contextual service views and configure meaningful and actionable alarming that enable IT staff to immediately start benefitting from the predictive visibility within nGenius Service Delivery Manager, thus speeding your organization's time to value.

## Challenges

In many organizations calls to the help desk remain the most widely used indicator of performance issues. One major problem with this approach is that by the time the help desk receives the call, the end user has already been significantly impacted and, depending on the applications affected, the slowdown may cause significant repercussions. Add in the fact that many of today's IT organizations are operating with increased workloads and decreased staffing resources, and this often leaves little time for taking a more proactive stance toward performance management.

## The Keys to Unlocking a Proactive Business Service Monitoring Strategy

If you have purchased the nGenius® Service Delivery Manager then you have already recognized the need to be more proactive by preempting and predicting service delivery issues to avoid slowdowns and disruptions—or at least reduce their impact on the business.

With the nGenius Service Delivery Manager Optimization service, NetScout® professional services experts with in-depth experience will handle the process of configuring and optimizing nGenius Service Delivery Manager for your organization's specific environment so your IT staff can focus on using the solution's service-oriented views and advanced intelligence to predict and prevent network meltdowns. The nGenius Service Delivery Manager Optimization service speeds time to value and helps more effectively leverage the existing nGenius Service Assurance Solution, making your existing investment pay dividends faster.

The nGenius Service Delivery Manager Optimization service is a three-step process that uses proven methodology that enables the NetScout consulting team to rapidly gather requirements, implement a monitoring strategy for a short list of critical business services, and document and transfer best practice knowledge back to the chosen team, so they can continue to implement the co-developed long-term strategy. For a detailed description of the three phases, refer to Figure 1.

## Results—Optimize Performance of Your Most Critical Business Services

Because the NetScout consulting team works closely with internal IT staff to develop and validated all project goals, they are able to deliver:

- Rapid deployment and fast time to value
- Short-term results in conjunction with a long-term strategy
- Client enablement through practical onsite knowledge transfer

At the conclusion of the nGenius Service Delivery Manager Optimization engagement, the NetScout team will have implemented and tuned the nGenius Service Delivery Manager and nGenius Performance Manager environments to provide a solid foundation for a truly proactive service assurance solution that enables the IT organization to:

- Preempt and predict performance issues
- Reduce service degradations and downtime
- Accelerate problem resolution
- Improve IT productivity and collaboration
- Provide the framework to align with best-of-breed services management practices

Plus, the IT team will have been given the tools and knowledge to continue to expand and elevate the service assurance strategy to extend visibility to additional essential services.

**Phase 1 – Discovery, Prioritization and Planning (Duration 1-2 weeks)**

- Interview stakeholders to identify and prioritize key applications and business services
- Quantify implicit or explicit business service SLAs or OLAs
- Baseline key performance indicator (KPI) service levels using use cases and business cases for the identified applications or services
- Define and document application workflows for identified applications or services
- Create an implementation plan that maps service prioritizations with KPI development
- Present and finalize plan with management

**Phase 2 – Solution Configuration and Tuning (Duration 3 days)**

- Perform health check on nGenius Service Assurance Solution; support any required nGenius Performance Manager upgrades or macro configuration changes
- Define, configure and set relevant KPI thresholds, policies, alarms, service definitions and service domains for key services within nGenius Performance Manager and nGenius Service Delivery Manager
- Create user roles/display groupings that reflect service definitions and business functionality

**Phase 3 – Knowledge Transfer and Executive Presentation (Duration 2 days)**

- Document configuration changes and additions
- Document contextual service view definitions
- Demonstrate workflows and processes for leveraging the implemented solution
- Transfer best practice information
- Share and discuss long-term business services roadmap and implementation plan
- Provide executive summary presentation to client management

**Service Offer Details and Pricing**

The nGenius Service Delivery Manager Optimization service can be purchased as either a two or three week engagement. The two week (10 day) option optimizes nGenius Service Delivery Manager for three (3) applications or business services, while the three week (15 day) engagement extends the number of applications monitored to six (6).

For pricing information, please contact your account manager by calling 1-800-309-4804 or +1-978-614-4000 or by emailing consulting@netscout.com.

**NetScout Consulting Services**

The NetScout Consulting Services team provides efficient and effective deployment, post-deployment and specialized consulting services to clients around the globe and in every industry. With more than 200 years of collective expertise in infrastructure and network management, including in-depth knowledge of the Sniffer® and nGenius solutions, NetScout consultants work closely with each client to understand the nuances of their particular service delivery environment and requirements. Leveraging NetScout Consulting Services can ease internal staffing and time challenges, as well as accelerate time to value, reduce learning curves, and ensure and optimize the success of your NetScout environment.

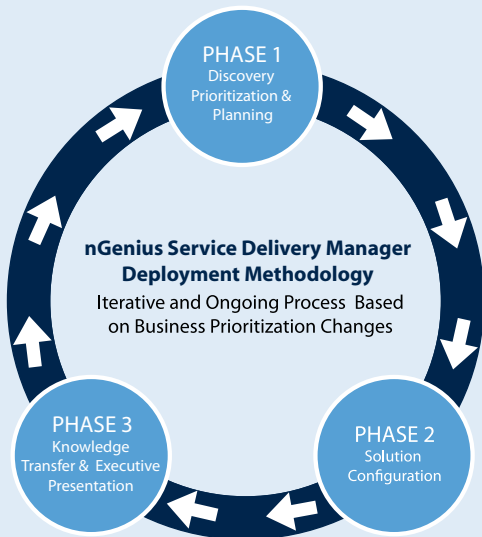


Figure 1: The nGenius Service Delivery Manager Optimization engagement methodology.



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DS\_08\_2009 Rev A