

Financial Services Company Gains Reliable Visibility with NETSCOUT Packet Flow Switch

Company Simplifies Service Assurance Management with One Partner for nGenius 3900 Series PFS and nGeniusONE Platform

OVERVIEW

Business Challenge

- Legacy visibility appliances in production network experienced internal TAP failures causing critical link hosting customer facing website to crash
- Disruption impacted customers' ability to access vital account information, risking lost revenue and customer loyalty
- Vendor provided little to no customer support for this serious outage

NETSCOUT Solution

- The nGenius® 3900 Series Packet Flow Switch offers visibility to company's 10 GbE and 40 GbE data center environment
- Implemented NETSCOUT® architecture design of passive external Taps to eliminate potential point of failure
- Operates seamlessly with the nGeniusONE® platform and InfiniStream® appliances for service assurance

Business Value

- The nGenius 3900 PFS is a far more cost-effective solution with all features on all ports and cards
- Dramatically lower management costs with a single vendor for both packet flow switches and service assurance
- Trusted partner relationship based on exceptional experience with local sales team and award-winning customer support organizations



Customer Profile

This North America-based financial services company is a market leader in global asset management with decades of experience offering a variety of global investing services. With more than 2,000 employees serving individuals, corporations, and portfolio managers, this company has hundreds of billions in assets under management.

Business Challenge

Customers rely on electronic access to this financial services company's online account information to make critical financial decisions, so any disruptions to the network can be devastating for the business. The company had made a substantial investment in architecting a monitoring network to prevent and resolve disruptions. They implemented third party packet flow switches in the production environment to send network traffic to security tools and NETSCOUT's service assurance solution. When one of the packet flow switches experienced an internal Tap failure, a critical link hosting one of the company's customer-facing websites was lost. The outage impacted customer experience, revenue, and the company's reputation.

Despite all efforts to create a proactive monitoring strategy, this packet flow switch outage not only impeded visibility to traffic for service assurance and security monitoring during that period, it also exposed a point of failure in their architecture. Making matters worse, the switch's vendor provided poor customer support, passing the buck by suggesting that IT move line cards for the time being while removing the failed one to send back for repair. When customer experience and safe, available access to information is at stake, the IT team determined they needed a different solution and vendor.

NETSCOUT Solution

The financial services company's IT team turned to NETSCOUT, an existing partner for service assurance, to dramatically improve its network monitoring capabilities. They selected the nGenius 3903 Packet Flow Switches (PFS) to provide reliable visibility into the company's 10 GbE and 40 GbE data centers. The nGenius 3900 PFS series passes line rate traffic from the network to the company's nGeniusONE Service Assurance platform and InfiniStream appliances for seamless service assurance, as well as to other security and monitoring devices. By leveraging the NETSCOUT architecture design involving passive external Taps, IT was able to eliminate the point of failure of the previous visibility appliances.

NETSCOUT Solution in Action

To meet the needs of customers, who depend on electronic access to account information and investment research, IT recognized the strategic importance of designing and deploying an overlay monitoring network. For the customer-facing production network, the company's network architects and engineers decided the NETSCOUT external, passive Tap approach would eliminate the risk posed by their previous switch deployment.

The nGenius 3903 PFS was selected because it offered unique capabilities critical to the financial management company. These capabilities include monitoring and analysis features on all ports and cards in the switch, including de-duplication which was especially important for the network engineering team. In addition, the nGenius PFS Manager provided easy to learn and use, drag and drop configuration and health information on the switches making management quick and effective for the IT team. Lastly, by sourcing both the network visibility and service assurance solutions from NETSCOUT, the network engineers and architects were confident in the solutions' interoperability and functionality.

Business Value

The NETSCOUT nGeniusONE Service Assurance platform has been an overwhelming success for this financial services company, achieving the objectives they had for quality service delivery. The selection of the nGenius 3900 PFS has proven to be a far more cost-effective platform than alternatives by having all features on all ports and cards. Further, by relying on NETSCOUT as their single vendor for both packet flow switches and service assurance, the financial services company has dramatically reduced management costs.

NETSCOUT's unwavering commitment to customer support has been a major factor in creating a trusted partner relationship. Based on positive experiences with NETSCOUT's sales and award-winning support organizations to date, the financial services company finally has a vendor they can rely on.



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