NETSCOUT

OVERVIEW

Business Challenge

- Service disruptions to online banking apps, teller apps, and other key services threaten to erode customer confidence and loyalty

- Needed visibility into the bank's complex SDAN infrastructure to ensure valuable research data was available for Tier 3 staff

- Solution had to support existing 10GbE infrastructure and seamlessly transition to high-speed 40GbE state-of-the-art data center environments in the future

NETSCOUT Solution

- New InfiniStream® 9800 series appliances, with greater disk space, minimizes loss of packets used by Tier 3 Ops to quickly identify issues

- Visibility into data center traffic on both sides of F5 load balancing and at branch head ends, providing service assurances for online banking, teller apps and other key services

- Deployment of latest InfiniStream 9800 series appliances, providing support for either 10GbE or 40GbE infrastructure to meet needs of today and the future

Business Value

- Improved troubleshooting and triage in environment with high and demanding data traffic

- Faster mean-time-to-repair (MTTR) for customer online banking and teller applications from branch offices

- Extend value of their investment with early adoption of 40GbE InfiniStream appliances to future-proof service delivery in existing and new state-of-the-art data centers

Bank Safeguards Critical Customer-Facing Banking Applications and Services

Future-proof Troubleshooting in Next-Gen Data Centers with InfiniStream Appliances

Customer Profile

This large, central U.S.-based commercial bank has been serving customers for more than a decade and now offers a full line of services to nearly 20 million consumers, businesses and institutions through thousands of branch offices in nearly half of the United States. The bank is recognized for its strong financial performance and unwavering commitment to quality customer experience.

Business Challenge

As customers increasingly rely on online banking applications, teller applications from the branch offices, treasury services, mortgage and other client services available through the Internet, service disruptions were a critical concern for the bank. Any adverse impact to these applications and services held the potential to erode customer confidence in their banking transactions and thus harm loyalty.

In order to safeguard vital customer-facing banking and teller applications, IT faced the considerable challenge of gaining much needed visibility into the bank's complex Shared Data Access Network (SDAN) infrastructure in order to triage and remediate issues. Because of the very high volume of traffic in the system, stored research data was often overwritten before Tier 3 staff could evaluate it, risking possible violation of customer service level agreements (SLAs) for the bank.

Adding to the challenge for IT, plans for future high-speed connections and data centers meant any solution implemented had to support their existing 10GbE infrastructure, yet still be able to handle the 40GbE capacity and the critical services supported in the future.

ENTERPRISE

NETSCOUT Solution

To address these concerns, the bank turned to long-time technology partner, NETSCOUT®. New InfiniStream 9800 series appliances, with higher connectivity speeds and greater disk space, were installed to solve the storage problem, thus minimizing loss of packets that Tier 3 operations team members needed for in-depth research, allowing them to quickly identify issues.

The NETSCOUT solution looked at traffic on both sides of the F5 load balancers as traffic comes into the data centers from customers who are performing online banking functions. The solution also provided visibility into teller applications from across thousands of branches at head ends. By providing service assurance for online banking, teller apps and other key services, IT was able to ensure the highest quality customer experience.

NETSCOUT Solution in Action

The activity, traffic volume and complexity through this Bank's data center was increasing exponentially. Experience with the nGeniusONE® Service Assurance platform made leveraging the new 40 Gbps InfiniStream appliance a good business decision to protect the performance of their customer impacting on-line banking and teller services applications. Several common issues are being addressed by the Bank's IT staff using this solution. Tier 1 and 2 staff are using the service dashboards in the solution as part of their event management strategy to identify problems in their earliest stages before users notice slowness in the response times for their banking app. Tier 2 teams are using the logical, contextual workflows in nGeniusONE to triage incidents from the dashboard to dependency maps to specific service monitors and / or to session analysis to quickly pinpoint the source of an issue with one of the teller services. A majority of the bank's application service issues can be efficiently triaged using these workflows. However, when the Tier 3 teams require packet level data for deep dive troubleshooting, they are contextually drilling down to the Packet Analysis layers in the solution to resolve the most challenging and complicated issues that impact the bank's customers.

Business Value

After implementing the new InfiniStream appliances, the bank's IT team achieved critical application protection. The NETSCOUT solution provided much needed traffic visibility, which allowed IT to improve troubleshooting and triage in the bank's high demand environment. IT was able to extend the value of its investment with deployment of the latest 40GbE InfiniStream appliance, which meets service delivery in existing 10GbE data centers, while allowing the bank to future-proof and seamlessly meet the support and greater storage needs of upcoming state-of-the-art 40GbE infrastructure and data centers initiatives.

The NETSCOUT solution enabled:

· Improved troubleshooting and triage in environment with high and demanding data traffic

· Faster mean-time-to-repair (MTTR) for customer online banking and teller applications from branch offices

· Early adoption of 40GbE InfiniStream appliances to future-proof service delivery in existing and new state-of-the-art data centers' environments

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