

Top Ten Law Firm Assures Global Telepresence Quality with NetScout

nGenius UC Server Delivers Real-Time Performance Management for Telepresence and other UC Services

Overview

Region

Americas

Business Challenge

One of the world's top ten largest global law firms required an end-to-end service assurance solution for their recent Telepresence investment. With clients on third party networks, and business-affecting performance issues, the complexity of diagnosing incidents proved beyond the capabilities of their existing solution

NetScout Solution

- nGenius® UC Server
- nGenius Voice | Video Data Collector
- nGenius Voice | Video Engine Appliance

Business Value

- Optimized Telepresence and UC services performance
- Reduced time to resolve performance issues
- Reduced business operations costs
- Increased client satisfaction



Customer Profile

This global law firm is one of the top ten largest in the world with approximately 2,000 attorneys in 31 offices across 14 countries. The privately held organization recorded over \$1.5B in annual billing revenue last year. The full-service firm specializes in business law including transactional, litigation, corporate, and regulation across multi-government venues. The firm leverages expert teams across their corporate, environmental, finance, litigation and tax departments to respond to clients quickly with critical in-depth subject matter in over 30 languages. With expertise and information spread across geographies, attorney and staff are greatly reliant upon accessibility and collaboration tools to provide the business and legal solutions that clients expect.

Business Challenge

In order to improve intra-firm and client communications, the law firm deployed a state-of-the-art unified communication (UC) system to reduce travel and communication costs and to improve communication with clients worldwide. A large component of this investment was the multi-screen, multi-point immersive Telepresence suites in each of their offices worldwide that directed all video traffic to a centralized H.323/SIP MCU (Main Control Unit) blade server in their Los Angeles, California office. Their scalable, standards-based configuration allows external participants into their hosted video conferences, regardless of vendor, for seamless overall interoperability and provides the necessary face-to-face contact needed for successful client collaborations. The UC system also offers additional accessibility and services to their clients, regardless of their video equipment, such as remote depositions and counsel.

Initial Telepresence video performance yielded a successful deployment with minimal service-affecting incidents. With the initial success of the system, an increasing number of attorneys, staff and clients began using and relying on the Telepresence system to conduct business. However, the number of serious performance problems, including dropped users, rose in incident and severity with increased usage. As a high-profile system, the video sessions with substandard performance and poor service delivery proved to be negative user experiences for both clients and executives. In light of the investment that the firm made in the UC system, the IT organization was given high-priority orders to solve the Telepresence performance issues.

The IT staff initially turned to their traditional telephony tools to investigate the occurrences and resolve the problems, but the traditional tools were all showing “green lights,” indicating normal operation. With little visibility into the Telepresence system and its problems, the IT staff was growing increasingly frustrated and spending too many hours trying to identify and resolve issues in a largely haphazard manner. The time-consuming search for a resolution for one system affected the entire productivity of the IT staff, since they were also responsible for the entire IT operations of the firm. Further complicating resolution, many of the firm’s smaller offices did not have dedicated IT staff and it was impossible for them to ask a client to investigate problems on their end.

NetScout Solution

Since the challenge of managing concurrent video traffic across multiple offices and third-party networks was more complex and difficult than expected, IT staff needed a solution for end-to-end visibility into the Telepresence system down to the individual audio and video performance of each end user. The IT staff selected NetScout to assure Telepresence end user experience to provide the performance management and granular visibility needed. Within days of installation, nGenius UC Server was already analyzing the bi-directional RTP/RTCP media streams for each Telepresence participant, no matter the location, and displaying real-time metrics and diagnostics for the staff to review. The nGenius solution helped the staff pinpoint and solve the intermittent packet loss problem that affected the reliability and performance of the Telepresence sessions. Before nGenius UC Server, the IT staff had no way to record, replay, diagnose and solve the intermittent packet loss. With the great success using nGenius UC Server, the firm also added nGenius Voice | Video Data Collector to extend overall capabilities by allowing IT staff to correlate call data records (CDRs) from user IP addresses for faster identification and improved session management.

The IT staff now uses the nGenius solution’s ability to take video codec, frame rate and compression rate into consideration and accurately predict the quality of both the voice and video regardless of the utilization of the network. The nGenius solution’s flexible dashboards, including alerts, end-to-end network view, results assistant and reporting are also being utilized to proactively resolve problems and protect end-user experience and the overall performance of the Telepresence system.

Business Value

Since the needs of the firm’s clientele are often immediate and sometimes require meetings to be ad hoc, waiting for access to Telepresence suites, or having one out of order would impact client response times, thus reducing client satisfaction and potentially revenue. IT staff now use the nGenius solution to effectively manage service delivery of all UC services, including Telepresence, in real time and end to end to protect the end-user experience. With the nGenius solution’s capabilities, the IT staff quickly changed from a reactive management process to a proactive stance for all UC services. The staff established a baseline for routine maintenance, reviewing historical performance, and reducing time spent diagnosing problems. This has allowed IT staff to simplify and streamline their overall operations by better prioritizing and completing UC and all IT projects.

As a result of the nGenius solution restoring management confidence in the multi-screen Telepresence suites, the firm’s executive team decided to expand Telepresence beyond the boardroom and to the desktop. Expanding Telepresence and UC services to the desktop across global offices has enabled staff to collaborate more effectively internally as well as externally with clients. The effect of transitioning to IP-based Telepresence and other UC services has allowed the law firm to cut costs and expenses through reduced employee travel requirements and lower cost IP-based communications. Finally, the law firm has achieved the return on investment that was originally expected when the Telepresence system was implemented and now benefits overall from a lower total cost of ownership due to a more reliable UC infrastructure and an IT staff that is able to focus on other higher priority projects.



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