

Edison Group Technology Spotlight

Service Assurance for End User Computing – Bring Your Own Device

The rise of Bring Your Own Device (BYOD) has transformed the business work environment with opportunities for agile and flexible modes of working. Employees choose the right device for the right job, at the right time, in the right place. But multi-screen convenience, efficiency and productivity

means increased IT complexity with consumer applications on the corporate network and the addition of BYOD technologies. Simply put, the consumerization of IT means more things can go wrong in the service delivery environment. The nGeniusONE Service Assurance Platform from NETSCOUT knows what makes services tick and how to keep them operating at peak performance.

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An estimated 75 percent of the US workforce is expected to be participating in the BYOD movement by 2025. The line between personal and professional connectivity is fast becoming nonexistent. Pervasively connected workers get more done with devices they control and are comfortable with, affecting the corporate environment in a number of ways. Additionally, applications have longer reach, enabled by mobile devices that both bring work home and personal life into the workplace. As such, highly skilled, knowledge-based BYOD employees are driving an increase in traffic volumes across the enterprise infrastructure. Supporting them requires Mobile Device Management (MDM), Virtual Desktop Infrastructure (VDI) and virtualized applications. Hand in hand with an increasingly heterogeneous workflow is the need to deliver a consistent high-quality user experience anywhere, anytime and for any application.

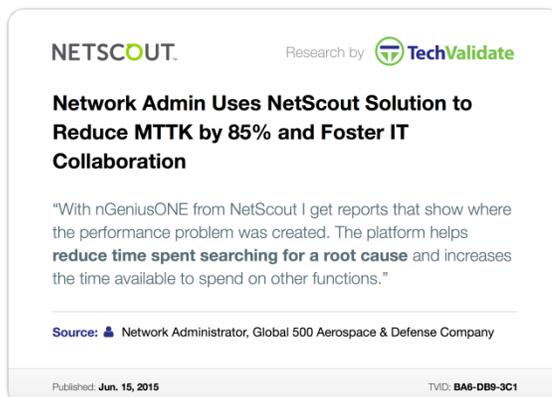
To make that happen, IT teams use NETSCOUT's approach of unified visibility across all service components and traffic-based intelligence to rapidly identify the root cause of performance problems.

NETSCOUT's nGeniusONE platform and Adaptive Service Intelligence (ASI) technology respond to service assurance challenge by providing actionable service performance insights throughout the enterprise, from the software-defined data center to the virtual desktop. By doing this, NETSCOUT helps customers accelerate their migration to virtualized infrastructures, with confidence and without compromising end user experience, and reduce operational and capital expenses.

NETSCOUT's ASI technology runs on highly scalable physical and virtual Intelligent Data Sources enabling continuous performance monitoring and real-time analysis of essential business services delivered throughout the IT environment. Unlike silo-specific monitoring tools, the solution identifies the problem source anywhere along the service delivery path including L2/L3 load-balancers, virtual servers, middleware,

databases, and service enablers including DHCP and LDAP. NETSCOUT can pinpoint service performance issues impacting users due to changes to Quality-of-Service (QoS), firewall rules, and access control lists. Only NETSCOUT has traffic-based intelligence and ‘always-on’ real-time continuous monitoring of layers 2-7 for XenApp, XenDesktop and NetScaler Citrix environments used to deliver anytime / anywhere access to business applications and collaboration tools, and other services. By gaining deep and real-time insight into application and network performance across both physical and virtual environments, the IT organization not only dramatically reduces the Mean-Time-To-Knowledge (MTTK) of service issues but also assures a flawless BYOD user experience.

BYOD relies heavily on VDI to level the productivity playing field. The benefits from VDI are many. But, as the administrative burden of the client side of the enterprise greatly decreases, the server farm delivering the VDI services becomes that much more important. Getting and maintaining a clear view of end-to-end service performance that depends on a multi-tier VDI environment is made easy with NETSCOUT’s ASI technology. As TechValidate, the premier “voice of the customer” research firm, discovered in a recent survey, ASI technology delivers to NETSCOUT customers extraordinary ROI benefits by bringing service performance clarity to even the most complicated physical and virtual IT environment. Below is one customer example:



NETSCOUT. Research by  TechValidate

Network Admin Uses NetScout Solution to Reduce MTTK by 85% and Foster IT Collaboration

“With nGeniusONE from NetScout I get reports that show where the performance problem was created. The platform helps **reduce time spent searching for a root cause** and increases the time available to spend on other functions.”

Source:  Network Administrator, Global 500 Aerospace & Defense Company

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With an impressive set of extensible features and a strong, holistic approach to BYOD the nGeniusONE platform is a must-consider investment for not only today’s requirements, but tomorrow’s as well.