

Edison Group Technology Spotlight

Rapid Service Triage Pays Off Big Time

Trouble is Inevitable, Expensive

Things can go wrong anywhere along the service delivery path that includes the cloud and modern data center. Business services like Microsoft Exchange, Oracle and Unified Communications can suffer disruptions. When service degradations hit users and customers, the difference between lost revenues and a

rapid resolution is having the right service assurance solution. Today, migrating to complex virtual environments only complicates the challenges. The benefits afforded by virtualization are balanced against the potential for service performance problems impacting the bottom-line when (not if) trouble strikes critical applications, systems and network resources.

Rapid service triage is the key to both defending the corporation's reputation and stemming the losses from those incidents.

Traditional network and application performance monitoring approaches are slow and very costly, as each component that enables service delivery is scrutinized singularly, lacking big-picture, network-wide visibility. IT teams use manual correlation of disparate data sets and indicators, sifting through multiple theories to find the root cause of a performance problem, which leads to finger pointing and excessive time spent in the war room. Meanwhile, internal users are less productive by waiting for things to get back to normal while customers run to the competition. The IT organization simply does not have the luxury of using multiple silo-specific tools to keep services running end-to-end in today's physical and virtual IT infrastructure.

A Better Way

Rapid service triage is the key to both defending the corporation's reputation and stemming the losses from those incidents. For that to happen, a solution must have continuous monitoring and real-time analysis so that IT teams can assure the delivery of services in the most demanding and complex IT environments. NETSCOUT shines with a top-down management approach that provides a holistic view and understands the entire IT environment including the relationships and interdependencies between the different service components and traffic flows. IT teams can be proactive, investigate

problems and fix them before any users call for support. With corporations scrambling to take advantage of the Software Defined Network (SDN), hybrid cloud and BYOD, NETSCOUT offers customers a way to accelerate their migration to virtualized infrastructures with confidence and without compromising end user or customer experience, and reduce capital and operational expenses.

NETSCOUT's nGeniusONE Service Assurance Platform and patented Adaptive Service Intelligence (ASI) technology is an effective force multiplier for supporting the contemporary corporate IT environment. This solution uses traffic-based data as a starting point to fix problems. ASI technology which is part of NETSCOUT's virtual and physical Intelligent Data Sources, proactively collects, organizes, analyzes and contextualizes traffic data in real time. The end result is IT teams have a common situational awareness and get clear insights into service performance issues in order to quickly resolve them before they become user and customer problems. According to TechValidate, a premier "voice of the customer" research firm, the ROI benefits from ASI technology are very significant.



ASI technology and the nGeniusONE platform provide clarity on even the largest of networks, with scalability to support pervasive end-to-end visibility of the entire service delivery environment. Regardless of the mix of physical and virtual IT elements, the NETSCOUT solution understands how services work and can rapidly pinpoint where things go wrong such as n-tier applications, protocols, load balancers, firewalls, databases, servers, and more.

Whether a single server is under stress or a network-impacting protocol issue is in play, "get it fixed fast" is the mantra of IT response. NETSCOUT is ready, with a Service Dashboard that puts an effective, easily read graphical face on critical service issues.



Performance Analysis through Application Service Monitors verifies and correlates service impacts, while Session Analysis performs granular user-session tracing. In the most complex of problems, good engineers know that “the packets don’t lie,” and NETSCOUT’s Advanced Packet Analysis provides the ultimate decoding engine when packet interrogation is needed.

Given the staggering number of moving pieces, the ever-increasing types of network-delivered services, and the different vendor sets in virtually every service delivery environment, IT issues are a fact of life. But, with the right service assurance platform, these issues can be identified and resolved quickly preserving optimal service delivery and avoiding negative impact to customers and a company’s financial health.