NETSCOUT™

World-Renowned Agribusiness Giant Optimizes Its Business Services Delivery with NETSCOUT

nGeniusONE Service Assurance Platform Helps Food and Agriculture Business Provide Maximum Performance Optimization and 24/7/365 Uptime to Its Business-Critical Network Environment

Overview

Region

Americas, United States

Business Value

- Capital expenditures related to network management and service monitoring decreased an astonishing 50-74 percent.

- All network service performance indicators improved 50-74 percent including problem identification, mean time to knowledge (MTTK), shortened service disruptions and improved service performance management.

- Mean time to resolution (MTTR) improved by a whopping 90 percent with NETSCOUT® nGeniusONE service triage solution.

- Short- and long-term ROI increased while improving operational excellence, end-user experience, and IT staff productivity.

Customer Profile

The agriculture company is one of the largest privately held agribusiness companies in the United States. Headquartered in the western United States, the company has offices and business operations that span the globe. This agribusiness conglomerate is a worldwide, leading player in the food and agriculture business providing a wide array of services and products including frozen food processing, dry and liquid fertilizer manufacturing, feed ingredients, turf and horticulture, to plant and animal science research – even industrial products.

The Agribusiness Company's Challenges

While the company is a food and agriculture business, technology is central to its business purposes and company mission. In order to properly service its 10,000+ employees and to fulfill its massive business requirements, the company learned – and recognized – long ago the need for optimizing the performance of applications and services running on its far-flung enterprise network. The fundamental challenge for the organization was, and is, to manage its network while providing high-quality services and to implement service triage resolution transparently. This has been no easy task for IT professionals at the company.

On the backend of its supportive IT technology infrastructure, overseeing a large network has been a fundamental challenge for the agribusiness giant. Most importantly, the challenge for the company has been related to service assurance. It has been a constant, unending problem and the driving force behind the organization's network management and service optimization plans. The company simply required extraordinary L2-L7 service performance insight.

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The NETSCOUT Solution

Long ago, when NETSCOUT's nGeniusONE™ Service Assurance platform was acquired and deployed, the company hoped it would optimize the performance, and add operational intelligence and visibility of the organization's IT services; they wanted NETSCOUT's nGeniusONE platform to solve critical IT challenges like reducing service degradations and outages, which have a ripple effect through critical business processes. It has done just that, and brilliantly so, unlocking an avalanche of previously unseen and unused network traffic data.

Results

The benefits and results the company has derived are substantial. From a general perspective, the core benefits include the unique and holistic view of its network's service dependencies and interrelationships. NetScout's Adaptive Service Intelligence™ (ASI) technology that is the engine that powers the nGeniusONE solution is what helps to provide such granularity to the data the agribusiness receives as seen through the nGeniusONE dashboard.

The overall results have been staggering – and quantifiable. In the short-term, the company increased return of investment (ROI) with its unparalleled ability to detect and uncover troublesome network, unified communications (UC) and application errors. But the long-term results have been just as impressive that have a direct correlation to the agriculture company's bottom line. Generally speaking, the operational benefits nGeniusONE provided include increased quality of end-user experience and improved IT staff productivity. These key operational excellence metrics are formidable on their own merits but that is not the whole story. The company gleaned other benefits as well. According to an IT manager at the agribusiness, "NETSCOUT's nGeniusONE platform gives us a consistent holistic, end-to-end view of the network service delivery infrastructure. It helps to reduce time spent in the war room, initiate swifter problem resolution and reduce mean time to knowledge (MTTK), while increasing service uptime and end-user productivity. NETSCOUT allows you to pinpoint the cause of most performance related issues."

One particularly notable metric that has improved the company's proactive service triage as compared to an alternative network performance management solution is the mean time to resolution (MTTR) gleaned. The IT manager at the company says his organization reduced their MTTR by a staggering 90 percent.

Moreover, the average amount of time spent in the war room resolving core service incidents before using NETSCOUT's nGeniusONE platform was approximately 10-20 hours. NETSCOUT has dropped that figure to no higher than five hours, according to the IT manager – a staggering two to four times improvement.

Other core service related metrics have also been dramatically improved. All touch points from problem identification, to MTTK, to time spent troubleshooting have all been improved from 50-75 percent, the IT manager says. Also, service disruptions and overall performance management have been dramatically enhanced a minimum of 50-75 percent as well. Perhaps most telling is that capital expenditures associated with performance management of the company's network IT infrastructure have been reduced by a whopping 50-74 percent. Clearly, the agribusiness has reaped a bountiful harvest of benefits with its utilization of the NETSCOUT service assurance solutions.

Summary

It is interesting to note that the company's tagline or slogan encompasses not only its mission and purpose, but also its day-to-day business operation, which is optimized using NETSCOUT's nGeniusONE Service Assurance platform and Adaptive Service Intelligence (ASI) technology. If you've ever eaten a French fry from a fast food establishment, or eaten commercially frozen food, your life has been touched by this company and its agricultural innovations. The agribusiness plans to continue its forward thinking into the future and with the utilization of such *avant-garde*, hi-tech tools like nGeniusONE to keep their IT infrastructure, including network applications and services, functioning at an optimal standard, they will succeed.

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