



Full-Service Technical Consulting Firm Netcontrol Optimizes Its Service Delivery with Technology Partner NETSCOUT

Uses NETSCOUT nGeniusONE Platform to Quickly Pinpoint the Source of Service Performance Problems and Improve User Experience for Clients throughout Mexico

OVERVIEW

Region

Americas, Mexico

Business Value

- Uses NETSCOUT™ nGeniusONE™ Service Assurance platform and Adaptive Service Intelligence™ (ASI) technology in-house and for clients to get clear insights into service performance problems.
- Proactively detects service degradations and quickly resolves issues to improve quality of user experience.
- Displaced several network monitoring tools with NETSCOUT nGeniusONE and improved IT staff efficiency, problem solving and productivity.
- Achieved compelling ROI through rapid service triage.

Customer Profile

Headquartered in Mexico City, Mexico, Netcontrol Group, S.A. de D.V., or Netcontrol, is a full-service network, telecommunications, and IT security consultant. They provide customers with a broad range of professional services including data center, telecommunications and network architecture design, IT security consulting, and network operations center management. Netcontrol also sells hardware and software, maintains infrastructure and offers training.

Netcontrol Challenges

Netcontrol is a leading hi-tech consulting firm servicing numerous businesses and government agencies in the nation of Mexico. Unlike most IT consulting agencies, Netcontrol seeks to go beyond the device- and solution-based value propositions most utilize. Their customers need tailored analysis, business-impacting thought leadership underscored by contemporary consultative knowledge transfer. And perhaps most of all, they need timely resolution of their most vexing network issues.

Indeed, service triage is an ongoing challenge for Netcontrol's clientele and for the company itself. Today's businesses and other organizations that have complex and far-reaching IT operations essentially rely on silo-specific performance monitoring tools, which have a domain-specific focus and thus can't see the whole service delivery environment. Such tools are designed to help troubleshoot silo-specific domain issues such as a network component, an application, a server or a database.

The natural consequence of such an approach is that the compartmentalization of the service delivery model complicates service performance and availability as well as capacity planning across different network tiers. The end result is a lack of operational visibility and vastly increased mean time to knowledge (MTTK) of service problems. Another byproduct Netcontrol and their clientele experienced were inefficient workflows from the IT team members. This resulted in extended time spent in the war room troubleshooting incidents and service disruptions, increased mean time to resolution (MTTR), and diminished staff productivity.

As a result, capital and operational expenditures grew significantly. Consequently, Arturo Aguilar, an IT architect at Netcontrol, knew the firm needed a new approach to investigating and deciphering the root cause of network and application issues – both for itself and its clientele as well.

The NETSCOUT Solution

After evaluating various service assurance solutions, Netcontrol chose the NETSCOUT nGeniusONE Service Assurance platform. Fundamental to the company's selection was the patented Adaptive Service Intelligence (ASI) technology at the heart of the NETSCOUT nGeniusONE solution as it accelerates the depth and speed of continuous and real-time data mining when traffic crosses the IT infrastructure. ASI technology delivers traffic-based intelligence and enables a service-centric approach to performance management, revealing interrelationships and dependencies across physical and virtual networks and applications in the most complex IT environments.

Beyond the consolidation of application and network monitoring tools into one platform, Netcontrol required a passive, scalable service assurance solution; the company needed clear dashboard metrics and drill-down views into application, network, server and database performance activity in conjunction with an end-to-end view of multi-tier and multi-domain service delivery environments. This was business- and mission-critical to Aguilar and his colleagues as gaining vital situational awareness and consistent view reduces MTTK and time in the war room. Indeed, NETSCOUT offered a starting point to solve performance problems and to foster collaboration between the different IT teams.

Netcontrol Results

Netcontrol has derived substantial positive results through using NETSCOUT solutions. As the NETSCOUT nGeniusONE platform provides timely end-to-end, root-cause analytics, Netcontrol and its clients have improved user experience by achieving extraordinary service quality. Arturo Aguilar confirms this saying,

“The NETSCOUT nGeniusONE Service Assurance product is a very useful tool. It helps find significant errors in our network quickly and graphs the traffic in the network so we have better visibility and understanding of network issues.”

Throughout the MTTR process at Netcontrol, from becoming aware of a performance problem, to MTTK (usually the most time consuming element), to mean time to fix (MTTF), to problem resolution – all have been substantially improved. By using NETSCOUT solutions, Netcontrol was able to:

- Trim capital expenditures (CAPEX) by 75 percent or more
- Reduce problem identification, service disruptions and time invested in troubleshooting by 75-100 percent while diminishing MTTK by 50-74 percent
- Drop time spent in the war room resolving incidents from 75 percent and more
- Slash mean time to resolution (MTTR) by a remarkable 95 percent or more

The results gleaned by Netcontrol are not unique. According to a customer survey by TechValidate, four out of five businesses reduce MTTK by 80 percent or more using NETSCOUT solutions. Netcontrol's Arturo Aguilar confirms this core value proposition of NETSCOUT, saying, “The NETSCOUT nGeniusONE Service Assurance platform allows us to discover the underlying problems significantly faster.”

Summary

Netcontrol is dedicated to providing its clientele with timely and relevant services and quality solutions for data centers and telecommunications networks. Through strategic partnering with NETSCOUT, Netcontrol optimizes service delivery to enable their clients to compete at the highest level. By using traffic-based intelligence to get ahead of service performance issues before they become business problems, Netcontrol will continue to achieve operational excellence and provide the excellent service its reputation – and mission demand.

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