NETSCOUT™

Federal Government Agency Takes a Quantum Leap Forward in Network Service Triage with NETSCOUT Solutions

Organization Chose NETSCOUT nGeniusONE to Enhance Visibility of Its Massive Network Infrastructure and Keep Essential Business Services Operating at Peak Performance

OVERVIEW

Region

Americas, United States

Business Value

- Uses NETSCOUT™ solutions that are powered by Adaptive Service Intelligence™ (ASI) technology to obtain an end-to-end, comprehensive view of the agency's IT environment's interrelationships and dependencies.

- Lowered war room incident time from an overall average of 30+ hours down to a maximum of only five hours.

- Reduced the mean time to resolution (MTTR) by a stellar 95 percent or greater with NETSCOUT's service assurance solutions.

- Reduced IT infrastructure capital expenditures a whopping 75 percent.

- Increased return on investment (ROI) by reducing CAPEX and OPEX 75 percent or more through displacing several performance management tools, and by improving IT staff productivity – all while increasing the quality of end-user experience.

- Improved all key performance indicators (KPIs) of service performance management a minimum of 75 to 100 percent.

Customer Profile

The federal government agency is one of the long-standing organizations in North America and can trace its beginnings to the formation in 1775 by the Second Continental Congress. It boasts the largest retail network in the United States – larger than Walmart, Starbucks and McDonalds combined, delivering and processing more than 512.8 million items each day.

Agency's IT Challenges

The government agency is a massive enterprise. If the organization were a private sector company, it would be ranked number 43 on the Fortune 500, and on the global Fortune 500 list at an impressive 143. To accomplish its ongoing mission of delivering mail to every address in the U.S. and its territories, it has over 617,000 employees. The agency touts one of the largest – if not the largest – corporate email systems on the planet. It handles more than 3.5 million emails per day that are delivered to approximately 208,000 internal email accounts. Besides using Microsoft Exchange for email, business gets done at the agency by using such services as Oracle and Citrix as well.

Its Unified Communications (UC) capacity is impressive hosting 85,000 meetings per month, which represents more than 26 million minutes of conference time per year. To accomplish this, the agency uses an amalgam of Cisco, Tandberg and Polycom video conferencing and IP telephony tools and services.

Overseeing such far-reaching and far-flung IT activity is one of the world's largest computer networks. The agency's computer network links more than 32,000 facilities performing two billion scans a day, and its centralized supercomputing capability processes data from each product piece within 50 to 100 milliseconds thereby enabling near real-time visibility and fraud detection. If this weren't impressive enough, the agency also maintains 45,700 point-of-sale terminals and 2,850 self-service kiosks – all of which are supported by its IT team.

Its web IT infrastructure is also mind-boggling. The agency's website had more than 4 billion page views in 2014 alone with more than 3.9 million unique visitors to its home page, and oversaw 3.3 million in online product sales. Moreover, the site and the agency's outlets process

more than 381 million credit and debit card transactions annually, supporting over 500 million online customers. All told, the communications network supports and maintains more than 168,000 computers, 310,000 hand-held scanners, 81,000 printers, 12,500 smart phones – and its demands are growing exponentially. And a new initiative will add new opportunities and benefits when implemented but will also increase infrastructure complexity.

Indeed, the IT infrastructure at the agency is literally one of the most far-reaching and intricate in the world. Unrelenting daily demands made on its sprawling network and systems resulted in inevitable service performance issues with lots of time spent in the war room per incident.

The NETSCOUT Solution

To assure service delivery and improve internal stakeholder and customer experience, an IT manager with the agency, revealed that the company investigated various network monitoring solutions before eventually deciding upon NETSCOUT's nGeniusONE™ Service Assurance platform.

The agency had a critical need to enhance visibility into all its network's service dependencies and interrelationships, as well as improve its overall service performance while improving its key network performance metrics. As the IT manager and his colleagues soon learned, the NETSCOUT nGeniusONE Service Assurance platform solution helped do just that. The IT manager found that NETSCOUT solutions provide a comprehensive source of information as to behavior of applications, servers, network, endpoints and session border controllers (SBCs). Its highly scalable packet flow access allows for the filtering, aggregating and distributing of network traffic while also engaging simultaneous but diverse monitoring activities.

Continuous monitoring and real-time analysis of their IT environment and services is made possible by the patented Adaptive Service Intelligence™ (ASI) technology, which is the foundation of NETSCOUT's scalable service assurance architecture. The ASI technology runs on the NETSCOUT InfiniStream® Intelligent Data Sources and is made visual by the nGeniusONE platform. This visualized granularity allows for a complete contextual view of all the relevant service interrelationships and dependencies.

The Agency's Results

The results from deploying and using NETSCOUT have been staggering. Says the IT manager, "NETSCOUT products and services have consistently met our needs for over 10 years." What are the specific results the agency achieved using NETSCOUT solutions?

They are:

- Reduced its time spent in the war room from 30+ hours to a maximum of five hours on average – an 83% improvement.
- Identified problems faster by reducing MTTK a dramatic 75 to 100 percent.
- Shortened service disruptions to the agency's network by an outstanding 75 percent and more.
- Enhanced its ROI through NETSCOUT's ASI technology by reducing operational expenses, improving staff productivity and displacing several monitoring tools.

Beyond these stellar service triage metrics, perhaps the most telling accomplishment has been the phenomenal improvement in service performance for the agency through the utilization of NETSCOUT's solutions. According to the IT manager, service performance management has improved by 75 to 100 percent, which is the foundation of both internal stakeholder and external customer satisfaction.

Summary

The agency's service triage has been dramatically enhanced in the past 10 years through the usage of NETSCOUT solutions. Says the IT manager,

"The NETSCOUT nGeniusONE Service Assurance platform is the 'easy button' for us. NETSCOUT nGeniusONE version 5.4 has provided multiple means for performance analysis of our ongoing network monitoring."

The phrase by ancient Greek historian Herodotus believed to be the official agency motto – "Neither snow nor rain nor heat nor gloom of night stays these couriers from the swift completion of their appointed rounds" – is actually not the agency's official motto, but it is certainly its unofficial one. The spirit that imbues Herodotus' ancient *bon mot* is accepted by all stakeholders within the government organization as well as its IT professionals like the IT manager for they are truly the Guardians of the Connected World who are committed to servicing the 617,000 employees and the millions of customers who depend on them. And with the help of NETSCOUT nGeniusONE Service Assurance platform, the IT infrastructure that helps support the agency in its service will be there amid all technical weather changes, too.

NETSCOUT™

For more information, please visit www.netscout.com or contact NETSCOUT at 800-309-4804 or +1 978-614-4000