



Global Cruise Line Uses NETSCOUT for Service Assurance of Shipboard Networks and Applications

OVERVIEW

Business Challenge

- Need to support increasingly complex onboard applications
- Lack of network visibility made application service assurance difficult
- Need for a simple, easy-to-use solution that shipboard IT crew could use to resolve issues and solve problems when disconnected from satellites

NETSCOUT Solution

- nGeniusONE™ Service Assurance platform with ASI technology identified high number of failed DNS requests, which were attributed to a misconfiguration in enterprise security software
- nGeniusONE revealed source of hourly bandwidth spikes in Citrix® servers
- nGeniusONE pinpointed source of shipboard Address Resolution Protocol broadcast storms

Business Value

- Greater ease-of-use with simple workflows to pinpoint root cause
- Support of business critical shipboard and shore-side call centers
- Accelerated mean-time-to-knowledge (MTTK) of business impacting service issues

nGeniusONE, InfiniStream appliance, and nGenius Packet Flow Switches Provided Simple, Easy-to-Use Solution for Pinpointing Issues and Proactively Preventing Disruptions

Customer Profile

This global cruise line provides world-class vacation experiences with innovative and diverse on-board amenities, award-winning entertainment on their state-of-the-art cruise ships. The company operates diverse itineraries around the world calling on destinations on all seven continents.

Business Challenge

Today's always-on, always-connected world extends to leisure activities, including vacationing on a luxury cruise. Modern cruise lines have expanded onboard technology beyond internet cafes and phones, offering extensive networks that run automated bartenders, VoIP, video-on-demand, electronic arm bands that allow customers to purchase items and enter their stateroom, as well providing high speed satellite internet for passengers and crew from anywhere on the ship.

With the growing complexity of applications, the IT operations team required visibility into the network beyond utilization and response time. The operations team faced a critical challenge in ensuring that IT crew members, who are based aboard the ships and travel with the crew, had a simple, easy-to-use solution for those instances when ship location and movement resulted in a disconnection from satellites, forcing them to operate independently from headquarters as they attempted to resolve issues and solve problems.

NETSCOUT Solution

The IT operations team turned to long-time technology partner, NETSCOUT®, to help address the cruise line's network and application issues. The nGeniusONE™ Service Assurance platform with Adaptive Service Intelligence™ (ASI) technology, along with InfiniStream® appliances and nGenius® Packet Flow Switches were installed both shipboard and at the shore-side call center. Service dashboards were created for both network services and custom applications. The nGeniusONE solution immediately identified a high number of failed DNS requests, which were attributed to a misconfiguration on the company's enterprise security software.

nGeniusONE was also able to identify the source of hourly bandwidth spikes, revealing that the company's new Citrix servers were set to back up their configuration every hour, instead of only during initial setup. A further issue was uncovered by nGeniusONE, pinpointing the source of shipboard Address Resolution Protocol (ARP) broadcast storms, which were the result of cell phones holding the last IP address, thus causing duplicate IP address issues. In addition, NETSCOUT's nGenius Packet Flow Switch solution was added to provide greater visibility into the company's Cisco Nexus® environment.

Business Value

The nGeniusONE solution has proven invaluable for the cruise line's IT operations team. Since migrating to the nGeniusONE platform, IT has been able to take advantage of the improved dashboards and workflows to correctly pinpoint root causes and solve problems faster and proactively prevent shipboard network and application issues.

The NETSCOUT solution provided:

- Extended visibility and value across all state-of-the-art ships
- Greater ease-of-use with simple workflows to pinpoint root cause
- Support of business critical shipboard and shore-side call centers
- Accelerated mean-time-to-knowledge (MTTK) of business impacting service issues

The nGeniusONE solution is now a standard build for all new cruise ships in the company's global fleet.

NETSCOUT.

Americas East

310 Littleton Road
Westford, MA 01886-4105
Phone: 978-614-4000
Toll Free: 800-357-7666

Americas West

178 E. Tasman Drive
San Jose, CA 95134
Phone: 408-571-5000

Asia Pacific

17F/B
No. 167 Tun Hwa N. Road
Taipei 105, Taiwan
Phone: +886 2 2717 1999

Europe

One Canada Square
29th floor, Canary Wharf
London E14 5DY, United Kingdom
Phone: +44 207 712 1672

NETSCOUT offers sales, support, and services in over 32 countries.

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

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