



Metropolitan City IT Department Improves Support of Government Operations with NETSCOUT

OVERVIEW

Business Challenge

- Lack of visibility into city-wide infrastructure and systems made it difficult for IT team to support full spectrum of governmental operations
- Aging performance monitoring instrumentation infrastructure hindered IT team from meeting needs of rapidly growing network traffic and voice/video communications

NETSCOUT Solution

- nGeniusONE™ solution provided powerful central console to view all performance data
- Single pane-of-glass supported trending, capacity planning and troubleshooting
- nGeniusONE workflows helped IT with internal chargeback reports for daily internet consumption and aided the security team's ability to identify malware and vulnerable systems

Business Value

- Convenient access to critical network and application performance data, including packet data and switch/router port metrics
- Ability to troubleshoot VoIP issues across various city agencies utilizing Call Server & RTP Monitor to identify failures with call registration and media transport
- Provided rich metadata in the form of ASR records for use in creating a more secure network

nGeniusONE Service Assurance Platform Delivers Critical Insights into Network and Application Performance

Customer Profile

A major metropolitan city's IT department is the technology nerve center responsible for maintaining the foundational IT infrastructure and systems that touch every aspect of city life – from public safety to human services, and education to economic development. Responsible for supporting the full spectrum of governmental operations, this department ensures that city residents and agencies have uninterrupted access to networks and applications, as well as video and voice communications.

Business Challenge

Providing ready access to information is a critical function for governments across the country. For this major metropolitan city's IT department, the exploding pace of public and agency reliance on government networks and applications created significant challenges. With an aging performance monitoring instrumentation infrastructure that in some cases was over five-years-old, IT was hard pressed to meet the needs of rapidly growing network traffic and voice/video communications.

IT recognized the need for Advanced Network Performance Management capabilities which would drastically simplify how they supported and monitored the network and critical applications for the city.

NETSCOUT Solution

The city IT department turned to NETSCOUT® to help improve visibility and gain critical insights into network and application performance. Using the nGeniusONE Service Assurance platform with Adaptive Service Intelligence™ (ASI) technology and InfiniStream® appliances, IT gained a powerful central console to view all performance data.

The IT department, which consists of Network Monitoring, Network Support, Network Architecture and Security, now had a single pane-of-glass for trending, capacity planning and troubleshooting. The nGeniusONE solution gave IT the ability to align with various applications services, including DNS, Call Server, RTP Monitor, LDAP, Web Services (Internal and External), etc. As a result, IT was able to expedite root cause identification of voice over IP (VoIP) support and troubleshooting issues. In addition, nGeniusONE's workflows helped IT with internal chargeback reports for daily internet consumption, while also enhancing the security team's ability to identify malware and vulnerable systems.

Business Value

The city's IT department saw immediate benefits from the implementation of the NETSCOUT solution. Armed with a central console, IT had convenient access to critical network and application performance data, including packet data and switch/router port metrics. Network Support and Architecture teams were now able to use a single pane-of-glass for trending, capacity planning and troubleshooting.

In addition, the IT department was able to troubleshoot VoIP issues easily across various city agencies utilizing Call Server & RTP Monitor to identify failures with call registration and media transport. nGeniusONE also facilitated the creation of daily reports on the consumption of Internet usage within different city agencies, which was used for internal chargebacks to those agencies. Lastly, rich metadata in the form of ASR records were leveraged by the IT security team for DNS and FTP, helping to identify malware or misconfigured systems, leading to a more secure network.

The NETSCOUT solution provided:

- Central console for insights into all performance data
- Single pane-of-glass for trending, capacity planning, and troubleshooting
- Expedited root cause identification of VoIP support and troubleshooting issues
- Daily reports of consumption of Internet usage
- Rich metadata for use by security teams in identifying malware or misconfigured systems



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