



Midwestern Utility Assured Service Performance and Availability of Critical Applications and Systems with NETSCOUT

OVERVIEW

Business Challenge

- Lack of visibility into critical service components of application traffic
- Need to assure service performance and availability of critical applications and systems
- Reduce overall IT costs following move to a virtualized environment

NETSCOUT Solution

- nGeniusONE™ Service Assurance platform with ASI™ technology, InfiniStream® appliances, nGenius® Packet Flow Switches, p-Blades, and nGenius UC Server solution provided visibility into application's internal workflows
- nGenius Packet Flow Switches combine traffic streams from the different environments such as data centers, business operations centers, wide area network, etc
- Single tool for triaging the overall application environment

Business Value

- Visibility into performance of critical applications and systems
- Ability to triage overall application environment and ensure reliability for customer base
- Quicker mean-time-to-repair (MTTR) of issues impacting business critical applications

nGeniusONE, InfiniStream appliance, nGenius Packet Flow Switches, and nGenius UC Server Solution Deliver IT Visibility to Enable Faster Triage and MTTR

Customer Profile

This Midwestern utilities company serves hundreds of thousands electric and natural gas customers throughout a large urban and rural area. The company has earned a strong reputation in the industry for operational efficiency and best-in-class customer service.

Business Challenge

Severe weather conditions are a constant concern for people living in the Midwestern region of the U.S. When storms hit and power outages occur, staying connected with customers is vitally important. During such events, the utility's storm center application and power outage management system is often the only connection they have with customers until electrical service can be restored.

In order to assure service performance and availability of critical applications and systems, while also lowering overall IT costs, the utility moved to a virtualized environment from traditional physical hardware. Supporting its vital mission to serve the customer base during inclement weather conditions and power interruptions presented significant challenges for the IT team who were hampered by a lack of visibility into critical service components of application traffic – such as the utility's outage management system and storm application, as well as its Unified Communications (UC) environment.

NETSCOUT Solution

As a long-time customer, the utility turned to NETSCOUT as a trusted advisor with deep subject matter expertise to help IT address these pressing issues. NETSCOUT recommended the nGeniusONE Service Assurance platform with Adaptive Service Intelligence (ASI) technology, along with ASI-based InfiniStream® appliances, nGenius Packet Flow Switches, p-Blades and the nGenius UC Server solution.

The nGeniusONE solution provided invaluable visibility and insights into the utility's application internal workflows, revealing a heavy interaction and dependence on critical protocols, including NFS, HTTP, SMB, DNS, HTTPS, DHCP, Oracle, and Citrix. Because these protocols are all native ASI-defined, nGeniusONE was the ideal solution. With the addition of nGenius Packet Flow Switches, which combine traffic streams from the different environments such as data centers, business operations centers, wide area network, etc., nGeniusONE became the focal point for triaging the overall application environment.

Business Value

As a result of this initiative, the utility's IT team was able to extend the value of its existing investment in NETSCOUT to encompass more of its vital infrastructure. The nGeniusONE solution delivered much needed intelligence into critical service components. IT was able to ensure the availability of the storm center application and power outage system. Both become the face of the utility during times of greatest customer need to connect with their utility company and get essential information about the power outage and when electricity will be back on.

The NETSCOUT solution provided:

- Visibility into performance of business critical applications and systems
- Triage capabilities of the overall application environment
- Quicker mean-time-to-repair (MTTR) of network and application performance issues

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