



## U.S. Energy Company Achieves Service Assurance with NETSCOUT to Support High-Quality Customer Service

### OVERVIEW

#### Business Challenge

- Degradation of application performance, preventing customers from accessing customer information from residential meter data on power usage
- Slowdowns in corporate Website impedes customer ability to access interactive power control, bill pay and power outage reporting functionality
- Inability to track fleet vehicles in real-time, slowing power upgrade and repair response information dissemination

#### NETSCOUT Solution

- nGeniusONE® Service Assurance platform and nGeniusONE Global Server
- InfiniStream® Appliances
- nGenius® for Flows and nGenius Collectors

#### Business Value

- NETSCOUT identifies service availability issues involving the company's CRM system, enabling IT to minimize disruptions and improve the customer experience
- nGeniusONE alerts IT to potential problems and enables them to take proactive, corrective actions, thus reducing support calls and cutting down on war room finger pointing
- Real-time service monitoring frees up network managers to work on more strategic projects that drive business growth

### There is No Off When it Comes to Quality Customer Service at a Power Company

#### Customer Profile

One of the largest energy companies in the southern U.S. provides electrical services to residential and commercial customers. Delivery of power services is made that much more complicated in this hurricane plagued area of the world. Their parent company is a top power provider in wind, solar and nuclear power globally. With high-quality customer service in mind, they are transforming the delivery of services with IT technology initiatives and advancements including the introduction of intelligent meters.

#### Business Challenge

As this energy company has led the industry in implementing smart meters and associated technologies that allow customers to gain near-real-time usage data and access account information, the customer experience has become more and more reliant on network and application service availability. Degradations and slowdowns in customer-facing web-services like online access to outage maps, bill paying history and smart meter data are as unacceptable as actual power outages from this company's perspective.

IT faced the considerable challenge of maintaining service assurance across multiple data centers and hundreds of remote branch offices. The inability to rapidly identify service availability issues associated with the company's customer resource management (CRM) system, and pinpoint slowdowns in the customer portal for interactive power control, online bill pay and power outage reporting, left customer satisfaction at risk. Furthermore, any delay in the company's ability to use their applications that track fleet vehicles for effective response to repair and upgrade orders exposes the company to higher expenses associated with staffing, service restoration and vehicle maintenance.

The company also supports hundreds of branch offices operating within the communities they serve. The performance of application services for employees and customers at these locations are equally important to the company. The remote offices rarely have onsite IT support, therefore as issues arise, it is essential for the IT staff to have visibility into the services in use and a way to rapidly troubleshoot problems and perform capacity planning for these offices.

## NETSCOUT Solution

To address the energy company's service assurance issues, IT turned to NETSCOUT to deliver real-time service monitoring. The nGeniusONE Service Assurance platform with Adaptive Service Intelligence™ (ASI) technology combined with InfiniStream appliances strategically deployed in data centers and nGenius for Flows with Collectors at the company's hundreds of remote corporate offices enabled IT to quickly uncover the source of performance problems.

nGeniusONE's deep intelligence quickly revealed several issues:

- A remote site circuit issue triggered a baseline alert, generating an email request to the network operations team to get the third-party WAN provider to restore service to the branch office
- A critical alert was generated for an e-Web server that had become non-responsive, allowing IT to quickly restore customer access and information
- A SIP availability issue led IT to discover the source of a problem impacting VoIP services so the issue could be rapidly resolved

These are complex issues to identify, troubleshoot and resolve. The nGeniusONE solution provides the analysis necessary to resolve the problem regardless of the multitude of different vendors' equipment in use or number of third-party partners supporting portions of the delivery chain.

## Business Value

The nGeniusONE solution was able to deliver critical insights into the root cause of the energy company's service availability issues involving its CRM system. NETSCOUT enabled IT to assure application performance - thus allowing customers to access smart meter residential power usage data in real time, as well as customer billing, records and repair history - and improving the overall customer experience.

The employee experience was also dramatically improved as the nGeniusONE solution alerts IT to potential problems, allowing them to proactively implement corrective actions, reducing support calls and reducing time-consuming finger pointing between equipment vendors and third-party partners in the war room. In addition, NETSCOUT's real-time service monitoring frees up network managers to work on more strategic projects that drive business growth.

# NETSCOUT

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