



## Worldwide Technology Leader Relies on NETSCOUT to Support Capacity Planning of Complex Global Network

### OVERVIEW

#### Business Challenge

- Bandwidth issues across extensive global network impacted user experience
- Service assurance required for introduction of new services that benefit technology development, manufacturing, cloud services, and retail sales and service
- IT needed WAN operations visibility in order to achieve more effective capacity planning and respond more quickly to network changes

#### NETSCOUT Solution

- TruView™ Central Enterprise
- TruView Packet Appliances
- TruView Flow

#### Business Value

- NETSCOUT® enables better, more accurate planning models for network design engineering with trended evidence based on actual corporate use
- IT is able to improve user experience by reducing bandwidth issues
- IT is responding more quickly to network changes since gaining critical visibility into the large, highly distributed environment with NETSCOUT solutions

### Leveraging NetFlow Improves Visibility into Highly Distributed Environment

#### Customer Profile

This worldwide technology leader has an expansive global network with campuses, retail stores, data centers, and remote offices around the world. As an iconic company, countless employees and customers have come to rely on their industry-leading technology products and innovative services, for both personal and business use, on a daily basis.

#### Business Challenge

With retail customers and employees around the globe relying on this technology leader's extensive global network – spanning multiple campuses, data centers, retail stores and remote offices worldwide – bandwidth issues that had the potential to impact customer and business activities presented a significant threat to the business.

The Company's IT organization was facing issues that are common to many enterprise organizations. With the construction of a new global headquarters underway combined with the introduction of new services on a regular basis, IT confronted the considerable challenge of ensuring the company's network could satisfy the complicated demands of technology development, manufacturing, cloud services, and retail sales and service.

To meet the pressing demands for smooth operation of the new headquarters and introductions of business services, IT needed visibility into how the network was being used. In particular, the wide area network (WAN) operations team wanted a solution to see the specific business services in use and the QoS classes assigned between data centers, headquarters, retail locations and manufacturing areas in order to achieve more effective capacity planning and respond more quickly to network changes.

## NETSCOUT Solution

To address both the project planning activities as well as occasional bandwidth issues across this highly distributed organization, the company turned to NETSCOUT to gain an accurate understanding of WAN capacity and bandwidth needs. TruView™ Central Enterprise, TruView Packet Appliances, and TruView Flow were deployed across the company's network environment, providing much needed visibility into traffic utilization coming into and out of both headquarters and data centers from the remote offices and retail stores.

TruView's visibility into application and network performance is achieved through correlated views of analytics from multiple embedded data sources such as packets, NetFlow and SNMP. The solution strengths are scalability and granularity to support hundreds of thousands of flows in a single collector, rapid rendering of data down to the individual flow, as well as, efficient reporting and logical workflows for strong usability.

The NETSCOUT solution provided the intelligence needed for more effective, evidence-based capacity planning and bandwidth management. Further, reporting information with trended data can be used for intelligent adjustments on a timely basis, while also enabling IT to quickly respond to network changes that might impact users of mission critical, revenue impacting services.

## Business Value

NETSCOUT has enabled this technology company to ensure that its customers and employees enjoy the highest quality user experience when relying on the company's network by reducing or eliminating congestion issues. The solution has delivered critically important visibility, analysis and actionable intelligence that allows for better, more accurate planning models for network design engineering with trended evidence based on actual corporate use.

The NETSCOUT solutions are providing bandwidth and capacity consumption analysis and reports that are also fostering intelligent communications within the WAN operations group and other members of the IT staff which has improved team collaboration. As the company expands to its new headquarters and introduces new services, all of IT can quickly and easily gain visibility into their large, highly distributed environment, enabling faster response times to network changes that might impact the business.



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