



Insurance Organization Futureproofs Next-Generation Data Centers with NETSCOUT

OVERVIEW

Business Challenge

- Need to smoothly and seamlessly transition to next-generation high-speed data centers
- Need to proactively predict and prevent user-impacting performance issues
- Need for pre-deployment testing of new services to ensure service assurance once in production

NETSCOUT Solution

- nGeniusONE® with ASI technology for proactive approach to high-quality application delivery that meets the company's goals for superior customer service
- InfiniStream® appliances for 40GbE environment to provide real-time monitoring ahead of full go-live in new data center environments
- NETSCOUT® solutions provided IT team critical insights into performance and highlighted any potential service issues in the pre-production test environment

Business Value

- Better implementation of a new, next-generation high-speed production environment
- High level of service assurance
- Testing of new services/applications to ensure rapid time-to-market and future-proofing of production environments
- Improved new application performance, allowing company to be more competitive

nGeniusONE Platform Delivers Service Assurance and Rapid Time-to-Market of New Applications

Customer Profile

This major midwestern U.S. insurance organization is one of the country's largest insurers of vehicles, homes and small businesses and is the provider of a wide range of other insurance and financial services products. The company has tens of thousands of employees and over a thousand dedicated agents servicing tens of millions of customers across the country.

Business Challenge

As the organization continued to grow across different regions of the United States, IT recognized that its data centers needed to be prepared to handle the increased business demands the new business would bring. To stay competitive in today's robust insurance environment, the company understood it was imperative to deliver innovative, state-of-the-art service to its customers. To meet this vital need, IT faced the challenge of smoothly and seamlessly transitioning to its next-generation high-speed data centers which introduced a 40GbE backbone and SDN technology as their foundation.

In order to support the company's existing portfolio of insurance services and deliver new business critical applications to employees and independent agents, IT also needed the ability to proactively predict and prevent user-impacting performance issues. This meant pre-deployment testing of new services was imperative, so IT could ensure service assurance once in production.

NETSCOUT Solution

This insurance organization was a long-time NETSCOUT customer, depending on the nGeniusONE solution for service assurance of their applications for quoting and billing new policies, managing customer claims and settlements, as well as everyday business services like email and customer resource management applications. Facing the challenge of successfully deploying these new high profile initiatives, the IT staff turned to NETSCOUT, to help future proof their next-generation data centers, and ensure their application development testing would reduce time-to-market and optimize new business critical services.

NETSCOUT deployed new 40GbE InfiniStream appliances for real-time monitoring in the company's new data centers' environment. The nGeniusONE Service Assurance platform with Adaptive Service Intelligence™ (ASI) technology was used to address data center modernization and production services challenges. nGeniusONE with InfiniStream offered the IT team critical insight into performance and highlighted any potential service issues in the pre-production test environment, allowing for a proactive approach to high-quality application delivery that meets the company's goals for superior customer service.

Business Value

Following the NETSCOUT implementation, the insurance organization's IT team was able to avoid go-live issues in its new next-generation, high-speed production environment, thus ensuring efficient, cost-effective operations. As a result of the nGeniusONE solution, the company is confident that their new data center environments will be able to deliver future-proof IT services. NETSCOUT has been instrumental in helping the organization achieving high-quality performance of its business critical services, which ultimately protects the company's position in today's competitive market.

The NETSCOUT solution enabled:

- Better implementation of a new, next-generation high-speed production data center environment
- High level of service assurance for customer impacting applications
- Testing of new services and applications to ensure rapid time-to-market and future-proofing of production environments

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