

# nGeniusONE Pinpoints Slowdown in Student Services Across Campuses

## SOLUTION AT-A-GLANCE

- nGeniusONE™ provides a homogenous system for shared visibility and rapid troubleshooting
- Cost effective deployment with shared deployment between main data center and sister campuses
- Allows team to share resources, information, metrics and analysis



This northeast state university boasts more than 15,000 graduate and undergraduate students participating in more than 200 degree programs. As part of a state university system that enrolls more than 30,000 students across several campuses throughout the state, this institution prides itself on being student oriented.

## The Challenge: IT Unable to Pinpoint Source of Slowdown in Student Services

Today's higher education is supported by a growing reliance on online applications for everything from communications, teaching tools, to administrative functions. So, when this state university began to receive reports from students and faculty about slow responsiveness in its application services, IT made it a priority to address the problem.

Email slowdowns and degraded services were felt across several campuses. User experience with collaborative tools used by students and faculty for class registration, accessing schedules, turning in assignments, disseminating messages and emergency notifications, as well as making tuition payments and conducting recruitment were impacted. The complexity of the network, ranging over multiple campuses, left IT uncertain about the source of the problem. Without much needed intelligence and traffic insights, the IT team was unable to determine if the issue was in the campus networks, the WAN MPLS links or the services hosted at the main data center.

## The Solution: nGeniusONE Reveals Root Cause of Degraded Service

In order to address the problem, the IT team turned to NETSCOUT®. The nGeniusONE Service Assurance platform with Adaptive Service Intelligence™ (ASI) technology and InfiniStream® appliances were strategically deployed to monitor links between the data center at the main campus and at the campuses of the sister universities.

The nGeniusONE solution rapidly identified the issue, providing IT with critical intelligence and insights into network and application performance. IT was able to monitor network resources, high speed links, and enabling services (DNS) to ensure availability for email and web surfing for students. With nGeniusONE, IT also tracks specific student/faculty applications used for communications and class assignments – assuring a high-quality user experience.

## Value: Rapidly Isolates Issue Enabling IT to Resolve Service

- nGeniusONE provides a homogenous system for shared visibility and rapid troubleshooting across the sister campuses.
- nGeniusONE is offering a shared dashboard with system-wide, network performance statistics and key performance metrics on application services impacting students, (e.g. Banner).
- Efficient deployment of nGeniusONE server at host with InfiniStream appliances strategically deployed at sister campuses. Cost effective for their IT needs.

nGeniusONE enabled IT to:

- Collaborate with common data between data center and the sister campuses
- Proactively monitor and collect performance information on student impacting application services
- Pinpoint source of problem between data center, application servers, WAN MPLS links or campus infrastructure



**Americas East**

310 Littleton Road  
Westford, MA 01886-4105  
Phone: 978-614-4000  
Toll Free: 800-357-7666

**Americas West**

178 E. Tasman Drive  
San Jose, CA 95134  
Phone: 408-571-5000

**Asia Pacific**

17F/B  
No. 167 Tun Hwa N. Road  
Taipei 105, Taiwan  
Phone: +886 2 2717 1999

**Europe**

One Canada Square  
29th floor, Canary Wharf  
London E14 5DY, United Kingdom  
Phone: +44 207 712 1672

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For more information, please visit  
[www.netscout.com](http://www.netscout.com) or contact NETSCOUT  
at 800-309-4804 or +1 978-614-4000

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