

nGeniusONE: Uncovers Source of Application Outages, Enables Improved Network Performance

SOLUTION AT-A-GLANCE

- nGeniusONE™ reduces time to pinpoint root cause of application slowdowns to avoid revenue loss
- IT able to address load balancer slowness problems
- Increased collaboration across IT teams improves MTTR and better supports business bottom-line



This U.S.-based, international travel services company was founded more than 60 years ago and services travel customers around the world. The company has more than 8000 branch offices worldwide with nearly 100,000 employees and booking agents. Whether directly, or through a vast network of third-party travel and leisure websites, customers rely on this business for their travel needs.

The Challenge: Excessive Network Latency Caused Online Transactions to Timeout

This travel company's web services rely on network and applications to provide availability and pricing to its global customers. If third-party travel and leisure sites don't see quotes from the company within 1.5 seconds, the company loses the ability to bid for customer business - losing out on bookings and ultimately revenue.

The application environment is highly complex requiring multiple systems to work efficiently. For example, in order to respond to customer queries and provide accurate pricing information, the web application performs multiple database lookups to search inventory and decide the right pricing based on availability. Unfortunately, the transactions were taking too long to process. Further complicating the matter, the application performance was degraded after IT migrated from physical servers to virtual environments. The network operations team was unable to quickly determine the root cause of the outages, making it difficult to resolve. With the potential for lost revenue of \$1,000 per week for every quote not shown (due to the 1.5 seconds delay), response time degradations were having a very real impact on the company's bottom line.

The Solution: nGeniusONE Offers Deep Insights and Analysis into Application Performance and Response Times

IT turned to NETSCOUT to help uncover the source of the network delays. The nGeniusONE™ Service Assurance platform with Adaptive Service Intelligence™ (ASI) technology enabled IT to rapidly pinpoint the root cause of the performance issues. Using intelligence provided by nGeniusONE's packet analysis technology, IT was able to determine that the load balancers were responsible for the increased latency. Further investigation revealed that the load balancer slowness was due to a recent patch.

In addition, the virtual server environment was found to be responsible for added latency, causing applications to timeout and abandon transactions. The nGeniusONE platform discovered issues missed by synthetic transactions that only looked for server availability. nGeniusONE was able to look deep inside the virtual environment and analyze the status of the application and the response time. By identifying issues within the virtual server environment, server teams were able to resolve the latency issues.

Value: Achieve Rapid MTTR

The nGeniusONE solution was able to uncover the issues responsible for the latency within just a few mouse clicks, allowing IT to respond quickly and dramatically reduce mean-time-to-repair (MTTR).

The network team is now proactive in managing application response times on inquiries, ensuring less than 1.5 seconds, as is required by third-party web services. nGeniusONE enables the IT teams to keep servers from becoming overloaded, thus minimizing business risk. The NETSCOUT solution facilitates improved collaboration across different IT stakeholders, such as server, network, and application operations, increasing the speed and efficiency of triage efforts.



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

NETSCOUT offers sales, support, and services in over 32 countries.

For more information, please visit
www.netscout.com or contact NETSCOUT
at 800-309-4804 or +1 978-614-4000

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