



PROFESSIONAL SERVICES HIGHLIGHTS

We have the expertise to help you realize your network's full business value. NETSCOUT Professional Services offers you the ability to:

- Improve your customers' Quality of Experience (QoS)
- Get your monitoring solution up and running faster
- Improve & optimize your mobile network
- Manage your network intelligence
- Turn your own resources into experts
- Work with industry-leading network assurance experts

Professional Services

Enable your Investment and your Staff

Increased Return, Maximum Impact

Our Professional Services team is in the business of helping you realize the full potential of your NETSCOUT solutions. We are industry leaders in delivering the strategic best practices to transform your network monitoring and troubleshooting solutions into engines of revenue generation and customer satisfaction.

As network complexity and usage continues its exponential growth, we recognize that our service provider customers' success is built upon an ability to implement new technologies while providing the best end-user experience. We can help you build on that success with a professional services portfolio that is organized into Consulting Practices: Business, Technology and Applications, a Managed Service Practice, Advanced Implementation and Integration, and Data Enablement all underpinned by our Learning Services practices which provides a product and advanced technology training.

Available worldwide, our consultants have the ability to tune your networks, implement best practices, create efficient processes, solve mobile access issues, improve your troubleshooting ability, manage release testing, train your staff, and quickly address the need for expert on-site resources. With unparalleled experience helping operators develop strategies to rationalize and optimize technology investments, we'll help you use your NETSCOUT products in ways you never thought possible.



PROFESSIONAL SERVICES PORTFOLIO

Our services portfolio encompasses solutions that range in scope from mobile network optimizations to on-site administration. With global operations, we bring local market experience and industry-leading expertise to every engagement.

The Value NETSCOUT Delivers

Transform Your Business with Our Consulting Services

We don't just talk process innovation, we live it. Leverage our knowledge of industry best practices and custom methodologies to drastically improve your troubleshooting workflows, streamline your configuration management, and reengineer your processes for immediate results.

With a knowledge base built on years of practical industry experience, our technology consulting practice helps you optimize and improve your roaming, end-to-end QoS and overall RAN Quality. We also provide KPI/KQI and report customization, churn mitigation solutions, and system health audits.

When you need to leverage the power of your new NETSCOUT applications immediately, our QuickStart services implement the highest value use cases quickly so users are achieving value right out of the gate. Do you have one of our NETSCOUT solutions already? Watch your network performance improve and your user adoption take off.

Our xDR Feed services provided the necessary consultation, configuration, and integration to feed practically any application or Big Data ecosystem with the rich data that only NETSCOUT can deliver. Do you need real time feeds for a location based service? We've got a feed for that. Do you need a feed for historical analysis of long term trends? We've got a feed for that. Just about any use case where you need signaling and network data can be developed by our xDR Data Feed Consulting team.

Complex network monitoring environments require specialized modifications and advanced configuration. Need re-certification, help with xDR feeds, IP Migration, or Multi-Protocol Correlation? We have the ability to execute so you can get the most out of your NETSCOUT platforms.

Improve Business Agility with Our Managed Services

Join the growing number of operators globally who have improved their business agility and enjoyed a higher ROI on their NETSCOUT solutions. Our experts come to you with deep industry knowledge and hands-on expertise. Our Resident Administrators and Experts, Managed Testing resources and turnkey operations offerings will have an immediate and positive impact on your business' efficiency. We're there for you.

Learning Designed For You

Increase your team's expertise with our learning services programs. We offer Certified Professional training as well as advanced user training, seminars, and customized solutions. What's more, we'll tailor your learning to your needs and your locations. Whether you need a refresher course in Iris Performance Intelligence or in-depth preparation for the certification program, we'll make sure you get the knowledge you need.

Unique Business Value Defined

NETSCOUT's Professional Services delivers unique value for its clients by building on the knowledge and best practices of its highly experienced staff. We are experts at:

- Enhancing and uncovering the value in your network
- Innovating your processes and practices
- Increasing ROI on your NETSCOUT solution
- Managing your network monitoring
- Learning that keeps you growing

Proven Methodologies for Proven Results

NETSCOUT Professional Services methodology is based on Lean principles and is designed to get you going with minimal interruption to your standard business operations. In a typical engagement, the formal "Discovery" session which follows our proven methodology. In this phase, we drive out the details by mapping processes, identifying key metrics and compiling requirements. In the "Analyze" phase, our consultants prepare a scope of work document that identifies the engagement deliverables specifically.

Once agreed upon, the deliverables are then implemented and documented in three more phases which culminate in a training program for key stakeholders. Our process taps into our unparalleled knowledge base and global experience to give you the tools you need to succeed.

HOW WE HELPED AN OPERATOR MAKE MORE REVENUE

When a major Asian carrier had an issue reconciling customer complaints about dropped calls with reporting that showed the Quality of Experience to be just fine, they called on NETSCOUT for a Technology Consulting engagement.

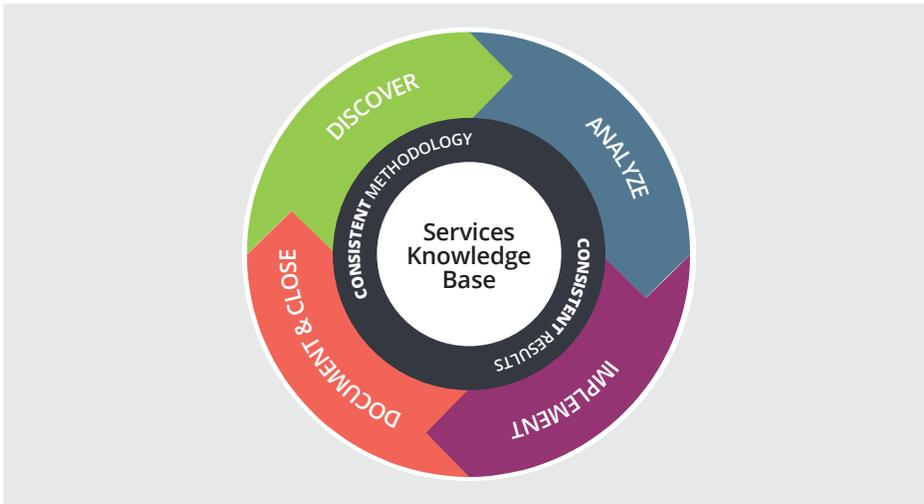
Within a matter of weeks, our experts implemented changes that increased network capacity without requiring the usual increase in CAPEX spending.

Among the achievements were a 92% improvement in mobility, a 44% reduction in voice call drop rates, and a 27% improvement in data call retainability. Soon, customer complaints decreased dramatically while revenues increased and what was once a problem soon became a competitive advantage.

What our customers say:

"You think you know what you're doing, until you meet a NETSCOUT kaizen!"

Senior leader of a major North American Operator, commenting on process improvements.



Local Trust, Global Experience

NETSCOUT systems manage 30% of all the world’s calls. It’s that kind of experience base that make our Professional Services personnel trusted advisors to operators around the globe. We have real-world expertise helping clients with end-to-end solutions ranging from mobile network optimization implementations to providing on-site administration resources. Our professionals’ qualifications include:

- Deep telecommunications protocol and mobile network knowledge including: SS7, GSM, GPRS, UMTS, VoIP, LTE, VoLTE, and IMS
- NETSCOUT Certified Network Professional training
- Application expertise, including all NETSCOUT environments
- Administrator level knowledge of LINUX, UNIX, PC environments
- Database administration and design, including with ORACLE
- SQL fluency and experience with customized reporting tools

Whether you engage us to reengineer your processes and workflows, make solution customizations with a QuickStart, develop a custom application, optimize your RAN or to take advantage of any of the many other services at your disposal, we will assist you in uncovering the full potential of your NETSCOUT solution. Together, we’ll help you enable business value faster.

PROVEN METHODOLOGY

Professional Services helps clients achieve strategic and tactical objectives. At the core of every engagement is the methodology and knowledgebase that made NETSCOUT the world’s most trusted provider of Network Assurance products and services.

What our customers say:

“Following the IPI QuickStart handover workshop which took place this morning - I wanted to thank you, on behalf of the entire team, for the quality of your work.”

Head of QoS Monitoring, commenting on completion of a QuickStart project

“The admin has not only been great about sharing tricks on troubleshooting, he’s also been very proactive about catching issues before users report it—I love it!”

Senior leader of a major European Operator, commenting on their Resident Administrator.



Americas East

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

Americas

3033 W. President
George Bush HWY
Plano, Texas
USA 75075

EMEA

One Thames Valley,
Wokingham Road,
Bracknell, Berkshire,
RG42 1NG

APAC

238A Thomson Road #23-02/05,
Novena Square Tower A,
Singapore,
307684 SG

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

For more information, please visit www.netscout.com or call us at 1-800-833-9200 option 1 or +1-469-330-4000

© 2016 NETSCOUT SYSTEMS, INC. All rights reserved. NETSCOUT, nGenius, InfiniStream, Sniffer, nGeniusONE, ASI, Adaptive Service Intelligence and the NETSCOUT logo are registered or pending trademarks of NETSCOUT SYSTEMS, INC. and/or its affiliates in the United States and/or other countries (“NETSCOUT”). All other brands and product names and registered and unregistered trademarks are the sole property of their respective owners. Use of this product is subject to the NETSCOUT SYSTEMS, INC. (“NETSCOUT”) End User License Agreement that accompanies the product at the time of shipment or, if applicable, the legal agreement executed by and between NETSCOUT and the authorized end user of this product (“Agreement”). NETSCOUT reserves the right, at its sole discretion, to make changes at any time in its technical information, specifications, service, and support programs.