

Major International Automotive Manufacturer Incorporates Service Assurance in Network and Data Center Upgrades

The NETSCOUT Solutions Quickly Identify, Isolate and Mitigate Critical Performances Issues and Speed up MTTR

OVERVIEW

Business Challenge

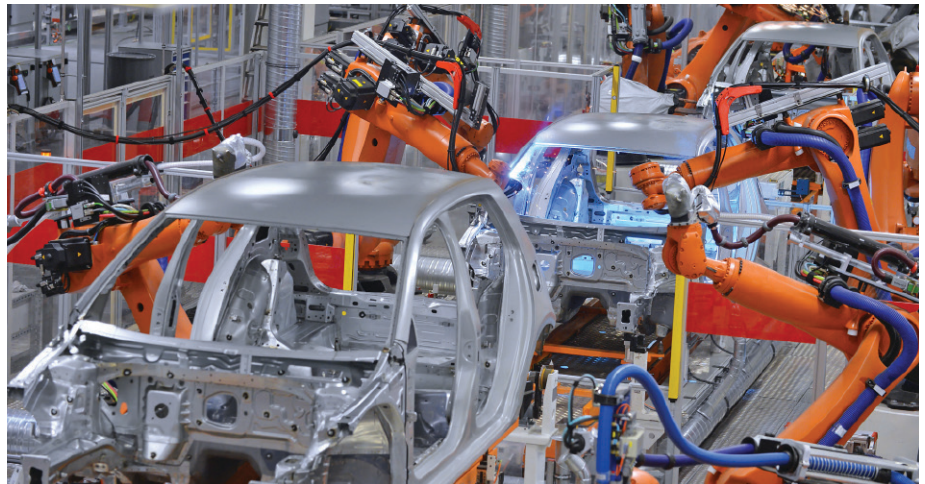
- Lack of ability to quickly troubleshoot and fix critical applications and network services at manufacturing plants causes hours of costly downtime
- Need to manage, monitor and troubleshoot mission-critical and administrative networks, as well as multi-vendor UC environment
- Inability to test and validate site performance of newly combined companies and consolidated data centers

NETSCOUT Solution

- nGeniusONE® Service Assurance platform, InfiniStreamNG™ appliances, NetFlow Collectors, and TruView™ allow IT to quickly identify, isolate and mitigate issues
- nGenius® packet flow switches feed network traffic to InfiniStream® appliances
- Deployment is ongoing; instrumenting data centers, manufacturing plants, and parts distribution sites

Business Value

- In-depth visibility using ASI for service assurance
- Ability to quickly isolate root cause of network and application problems and route trouble tickets to the correct team, reducing MTTR and mitigating risk to lost manufacturing time
- Provides critical capacity planning and security evaluation with nGeniusONE, NetFlow and TruView (at sites not instrumented with InfiniStream appliances)
- Future-proof solution for upcoming SaaS, cloud, and data lake initiatives



Customer Profile

The U.S. division of this international automotive brand operates more than 30 manufacturing facilities and parts distribution sites across the country. The company makes automobiles, pick-up trucks, and commercial vehicles, as well as provides vehicle financing services. Recent mergers and data center consolidation has presented the business with additional opportunities to improve the quality and efficiency of its vehicle manufacturing processes.

Business Challenge

In order to support the complex business needs and take advantage of digital transformation, the U.S. division of this international automotive maker was implementing a major data center evolution that included merging and relocating some of their facilities and implementing the latest generation technologies. As a result, the IT team set about upgrading its network infrastructure at key manufacturing facilities and consolidating disparate management toolsets with the goal of implementing a single service assurance monitoring and troubleshooting solution for both manufacturing and business operations. Without visibility into all sites, IT was unable to rapidly identify and fix critical problems with applications and network services, leaving automated systems vulnerable to hours of downtime – costing the company significant losses in productivity.

IT needed forensics data and Unified Communications (UC) visibility to properly monitor and manage both mission-critical and administrative networks at the company's numerous manufacturing sites, parts and distribution facilities, and headquarters location. The IT team recognized that it required a comprehensive solution capable of testing and validating site performance in the wake of a data center consolidation, as well as managing, monitoring and troubleshooting a complex multi-vendor UC environment.

NETSCOUT Solution

NETSCOUT was chosen by the automotive manufacturer to help IT address its network and application monitoring and troubleshooting needs. The nGeniusONE Service Assurance platform was selected, along with InfiniStreamNG appliances, NetFlow Collectors and nGenius packet flow switches to feed network traffic data to the InfiniStream appliances. TruView is also used at smaller sites not instrumented with InfiniStream appliances. The NETSCOUT solution enables IT to quickly identify, isolate and mitigate critical issues.

NETSCOUT Solution in Action

The ongoing deployment of the NETSCOUT solutions has been used to instrument the manufacturer's consolidated data centers, manufacturing plants, and parts distribution facilities. The nGeniusONE Service Assurance platform, with Adaptive Service Intelligence™ (ASI) technology, and InfiniStreamNG appliances are testing and validating network upgrades in order to guarantee site performance, application assurance, and dependency mapping to the data centers. By providing real-time monitoring of critical application and network services, the IT team is ensuring that manufacturing sites are operating with high availability.

As a result of the implementation, the IT team now has the ability to manage, monitor, and troubleshoot performance issues, delivering service assurance for the company's manufacturing applications and multi-vender UC environments.

Business Value

The NETSCOUT service assurance solution has been an overwhelming success for this international automotive manufacturer. The in-depth visibility made possible by ASI has given IT the ability to quickly isolate the root cause of any network and application problems and efficiently route trouble tickets to the correct team, thereby reducing mean-time-to-repair (MTTR) and mitigating the risk and high costs associated with delays in the manufacturing process.

In addition to supporting the network upgrade and data center migration, thus ensuring services are delivered without disruption, nGeniusONE, NetFlow and TruView have enabled the IT team to perform vitally important network capacity planning and security evaluations. NETSCOUT also provides a future-proof solution for upcoming SaaS, cloud, and data lake initiatives that are critical to the company's next-gen connected vehicle program.



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