

Worldwide Manufacturer Attains UC&C Performance Assurance

NETSCOUT Solutions Help Monitor and Manage UC&C Services and Applications

OVERVIEW

Business Challenge

- Inability to quickly troubleshoot and resolve UC&C and Microsoft Lync issues
- IT lacked objective metrics needed to audit service providers and make proactive data-driven capacity planning decisions to optimize WAN links based on usage and thereby contain costs
- Needed a technology refresh that would satisfy their business assurance requirements today and into the future

NETSCOUT Solution

- nGeniusONE®, InfiniStreamNG™ appliances and Lync Collectors quickly identify, isolate and mitigate UC&C issues, typically within 10 minutes
- Provides reports with objective metrics regarding WAN link activity across thousands of global locations
- nGenius® packet flow switches to feed network traffic to InfiniStream® appliances and other analysis tools

Business Value

- Cost savings from eliminating the need to pay service providers for capacity planning reports and right-sizing the services and bandwidth to remote locations
- IT is able to quickly identify and address UC&C issues, so users remain unaffected on a day-to-day basis
- Ensures a future-proof solution is in place that will enable deployment of emerging projects with confidence



Customer Profile

This worldwide manufacturing company operates across thousands of global locations, inventing and manufacturing technologies that address some of the world's most critical challenges around energy, safety, security, productivity and global urbanization. The company has long been dedicated to enabling a safer, more comfortable and more productive world through the solutions they deliver. Their commitment to quality solutions, across more than a dozen industries, extends to their customer interactions with representatives in contact centers.

Business Challenge

For this global manufacturing company, seamless communications was seen as key to meeting business objectives. Slowdowns in Unified Communication and Collaboration (UC&C) applications threatened the user experience, in particular within Microsoft Lync voice services. Several years earlier, when the IT team needed a way to quickly troubleshoot and resolve these Lync issues, they turned to NETSCOUT® with the nGeniusONE Service Assurance platform and Adaptive Session Intelligence™ (ASI) technology to uniquely monitor, analyze and troubleshoot these issues. When the equipment lease expired, the IT team faced a business decision on refreshing the solution or evaluating alternatives.

In order to make this business decision, the IT team evaluated their requirements. They needed access to objective metrics in order to provide UC&C service assurance, as well as to more effectively audit service providers and make proactive data-driven capacity planning decisions, so they could optimize WAN links based on usage and thereby contain costs. With thousands of remote locations, over-utilized or under-utilized WAN links either created bottlenecks or added significant business costs. Adding to the challenge, capacity reports from different service providers were costly and lacked consistency.

NETSCOUT Solution

As a long-time customer of NETSCOUT, the IT staff had come to rely on the capabilities to not only triage and resolve both voice and data issues when they arise, but also provide critical information for the team to address potential problems before users are impacted. When the equipment lease expired, this manufacturer engaged in a technology refresh, upgrading to the latest release of nGeniusONE and newest InfiniStreamNG appliances, Lync Collectors for key analysis and metrics, and nGenius packet flow switches for access to the network traffic. One of the compelling rationales for the upgrade was to provide future-proof capabilities that would meet the company's needs and plans for their business and technology going forward.

NETSCOUT Solution in Action

The nGeniusONE platform constantly monitors the company's UC&C applications, as well as other business applications across their contact centers and data centers, enabling IT to quickly identify performance issues, isolate them, and mitigate most issues within ten minutes. nGeniusONE rapidly uncovered issues such as applications assigned the wrong quality-of-service (QoS) class, where voice traffic was not in the priority class, thus causing disruptions. The NETSCOUT solution provides reports with objective metrics regarding WAN link activity across the company's thousands of global locations. These reports offer IT critical insights into WAN link usage, allowing for bandwidth optimization. By upgrading to new software-based InfiniStreamNG appliances, IT feels confident it can deliver service assurance well into the future.

Business Value

The NETSCOUT solution has been highly-beneficial to this worldwide manufacturer, reducing costs by eliminating the need to pay service providers for capacity planning reports and right-sizing WAN services and bandwidth capacity to the company's numerous remote locations around the globe. The critical insights delivered by NETSCOUT also allow IT to quickly identify and address UC&C issues, so users remain unaffected on a day-to-day basis.

As a result of nGeniusONE's UC&C analytics, IT has gone from scheduling Lync war-room sessions daily, to going several months between issues. And by upgrading to InfiniStreamNG, the company has reduced monthly costs and put a future-proof solution in place that will enable emerging projects.



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