

Fortune 500 Bank Delivers Service Assurance in Data Center Transformation with NETSCOUT

nGeniusONE Service Assurance Platform Monitors Bank Applications Enabling IT to Improve MTTR

OVERVIEW

Business Challenge

- Building next-generation data centers using SDDC and VMware-based virtualization
- Must meet all financial and security compliance regulations
- Needed visibility into all banking services from online banking to teller apps for transactions as they traverse the various containers, compartments and zones in the DMZ

NETSCOUT Solution

- nGeniusONE® Service Assurance platform and multiple InfiniStream® appliances in new data center's pre-production environment
- Monitor all retail Web presence, including online banking, credit cards, loans, capital market branches for wealth management, and apps used by associates in branches
- Deployed in new data center for DMZ, firewall areas, front-end and back-end database servers, out to the branches

Business Value

- Extending the value of investments and training made in nGeniusONE and ASI for common use cases, e.g. - multi-hop analysis, capacity planning reports, SSL certificate monitoring, automated application discovery and response time analysis
- Saves hundreds of hours of downtime for apps that are not using the right certificates and are out of compliance
- Hard dollar cost savings through reduced downtime and by allowing the app/ops team to speed up new services deployment



Customer Profile

This U.S.-based, international retail bank is one of the largest bank holding companies in the country by assets. As a leading Fortune 500 commercial bank with billions in assets under management, this company depends on high-quality customer experience to succeed. They operate a complex, global IT infrastructure to support more than 5,000 banking centers, 16,000 ATMs, call centers, data centers and online and mobile banking platforms with a 24/7/365 availability requirement.

Business Challenge

As digital transformation continues to sweep across the banking industry, this major commercial bank put in place an initiative to close several existing legacy data centers and replace them with next-generation data centers that rely on the latest architectures for software-defined data centers (SDDC) and VMware-based virtualization.

The IT team was under tremendous pressure to ensure all banking services from online banking, teller applications for transactions, communications, ATM kiosks, Web banking applications, etc. worked flawlessly. Any delays or problems with customer facing applications risked creating a poor end-user experience, which would be detrimental to customer satisfaction and loyalty. IT needed a pre-production testing solution that assured the efficient operation of all banking services prior to go-live for the new data centers. It was also imperative that the new data centers could enable the bank to meet all financial and security compliance regulations. IT recognized the importance of having a monitoring solution before, during and after this transition, that would deliver end-to-end visibility into all banking services as they traverse the various containers, compartments, and zones in the data center DMZ.

NETSCOUT Solution

To address its next-gen data center needs, the bank turned to long-time technology partner, NETSCOUT®, to proactively provide service assurance in the company's new data center and pre-production application environment. A variety of 9700 and 4500 InfiniStream appliances were selected to feed vital traffic data to the new nGeniusONE Service Assurance platform. The InfiniStream appliances were deployed in the new data center DMZ, firewall areas, front-end and back-end database servers, and out to the branches. This provided the applications, operations and security teams a great deal of configuration and analysis flexibility in monitoring the behavior and security of their applications to ensure quality performance for customers once in production.

NETSCOUT Solution in Action

The nGeniusONE platform was chosen to monitor all key applications hosted by the consumer arm of the bank, including online banking, credit card management and authorization, loans, and wealth management, as well as all applications used by associates in the branches. NETSCOUT's Adaptive Service Intelligence™ (ASI) technology provides metrics and features the bank has deemed essential for rapid detection and diagnosis of production issues for all of these applications.

The bank has come to rely on key nGeniusONE features and subsequent use cases, such as multi-hop analysis, burst analysis, capacity planning reports, SSL (Secure Sockets Layer) certificate monitor (to monitor compliance for security), SNI-based recognition of encrypted traffic, as well as automated application discovery and response time analysis. These features provided the app/ops team lower mean-time-to-repair (MTTR) on issues as they presented themselves during the pre-deployment phase of the data center buildout.

Business Value

The NETSCOUT solution has proven highly successful for this major international bank. As a long-time NETSCOUT customer, the bank has already been trained on, and relies on, nGeniusONE and ASI for comprehensive, proactive service assurance. As a result of NETSCOUT's critical insights with SSL certificate monitoring, IT is able to avoid hundreds of hours of downtime for apps that are not using the right certificates and are out of compliance.

Equally important, the bank has achieved hard dollar cost savings through reduced downtime and by allowing the app/ops team to speed up new services deployment, which is critical in ensuring an excellent customer experience.



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