

North American Service Provider Switches to NETSCOUT for Traffic Aggregation Needs

nGenius Packet Flow Switches, nGeniusONE, and InfiniStream Appliances Provide Fully Integrated Service Assurance Solution

OVERVIEW

Business Challenge

- Need to find an effective monitoring solution that could provide pervasive visibility into network traffic for service assurance.
- Solution had to meet state-of-the-art performance requirements and stringent budget parameters.
- Must provide a solid foundation for both today's and future business requirements.

NETSCOUT Solution

- nGenius® 5000 series packet flow switches chosen due to their software-driven and cost-effective performance.
- Both nGenius 5010 packet flow switch (10G) and nGenius 5100 packet flow switch (100G) models were purchased to equip the new virtualized and traditional data centers.
- These switches complemented the company's existing nGeniusONE® Service Assurance platform and InfiniStreamNG™ appliance deployment, which allowed IT to quickly identify, isolate and mitigate critical service issues before they impact the business.

Business Value

- The port density, performance and cost advantages of the new nGenius 5000 series packet flow switch platform met or exceeded all of the IT team's technology and business objectives.
- Fully integrated solution delivers the ability to monitor the health of the packet flow switches from the nGeniusONE console and allows for rapid triage of the visibility fabric itself.
- NETSCOUT's open architecture approach was deemed "way of the future" that would meet current and future network visibility needs.



Customer Profile

This North American service provider employs thousands of people across multiple business subsidiaries, offering mobile services, and business and residential wireline services, generating over \$10 billion in annual revenue. Service providers have embraced digital transformation to deliver premium services to their customers. This is enabling their customers to take advantage of all the advances that the Internet of Things can provide for making their business and personal life more efficient and fun. As a result, high quality customer experience with their services is extremely important to this service provider!

Business Challenge

Maintaining "always-on" network service to businesses and residential customers, wireline and mobile customers, is a business imperative for this national service provider. Disruptions hurt the bottom-line and damage the organization's reputation for dependable, quality service.

The network engineering team faced the challenge of finding an effective monitoring solution that could provide pervasive visibility into network traffic for service assurance. To address this concern, the team evaluated several choices with a primary goal of providing a solid foundation for both today's and future requirements. This meant finding a monitoring solution that could accommodate a range of coverage areas, including new data centers, as well as greater penetration into existing ones. The right solution would have to feature state-of-the-art performance standards in port density, filtering ability, and interface speeds ranging from 10 Gbps to 100 Gbps – all while meeting the company's budget parameters.

NETSCOUT Solution

The IT team turned to long-time service assurance technology partner, NETSCOUT®, to solve its network monitoring dilemma. The nGenius 5000 series packet flow switches were chosen to provide software-driven and cost-effective performance. Both nGenius 5010 packet flow switch (10G) and nGenius 5100 packet flow switch (100G) models were purchased to equip the new virtualized and traditional data centers. These switches complemented the company's existing nGeniusONE Service Assurance platform and InfiniStreamNG appliance deployment, which allowed IT to quickly identify, isolate and mitigate critical service issues before they impacted the business.

NETSCOUT Solution in Action

The engineering teams for both mobile and wireline businesses were involved in the selection process for the technology upgrade of their new 'visibility network' feeding traffic to the monitoring tools. The side-by-side analysis of the choices demonstrated that the nGenius 5000 packet flow switch models offered the same features and, in most cases, superior capabilities to the competitive offerings in a cost effective manner. NETSCOUT's end-to-end solution integrates the nGeniusONE Service Assurance platform and nGenius Packet Flow Operating System (PFOS). Now, using a single dashboard, IT can conveniently monitor the health of the company's infrastructure, including the taps, packet flow switches and monitoring/security tools, in order to ensure network availability and performance.

Business Value

Because of the long-standing relationship with NETSCOUT, this service provider already was confident in the company's products and services. The port density, performance and cost advantages of the new nGenius 5000 series packet flow switch platform sealed the deal, as they met all of the IT team's technology and business objectives. NETSCOUT stood head and shoulders ahead of the competition because of its fully integrated solution, which delivered the ability to monitor the health of the packet flow switches from the nGeniusONE console. A unique feature of this solution is the built-in capability that allows for rapid triage of the visibility fabric itself.

In addition, the IT team felt that NETSCOUT's open architecture approach was in fact the "wave of the future." The team was highly confident in choosing nGenius 5000 series packet flow switch for their current and future network visibility needs.

Finally, the service provider concluded that the value of the integrated solution, that is, the service assurance platform plus the packet brokers from one vendor, was a key differentiator that was simply not attainable with the other vendors. This allowed the IT team to reduce vendor management complexity, optimized maintenance and training costs, and benefit from a strategic partnering relationship with NETSCOUT.



Corporate Headquarters

NETSCOUT Systems, Inc.
Westford, MA 01886-4105
Phone: +1 978-614-4000
www.netscout.com

Sales Information

Toll Free US: 800-309-4804
(International numbers below)

Product Support

Toll Free US: 888-357-7667
(International numbers below)

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