

U.S. Auto Insurer Manages IT Growth Using NETSCOUT

NETSCOUT Solution Assures Service Performance for New Data Centers, Custom Applications & Voice Network

OVERVIEW

Business Challenge

- IT relies on numerous custom Insurance applications critical to business
- VoIP infrastructure important to application performance and customer service delivery
- Organizational goal of 50% reduction in voice technology outages

NETSCOUT Solution

- nGeniusONE® Service Assurance platform with Adaptive Service Intelligence™ technology, with extended Unified Communications performance management support
- InfiniStream® appliances deployed at new data centers as standardized bill of material elements
- nGeniusONE platform in Pre-Production Lab

Business Value

- Vendor-neutral nGeniusONE assures high performance of critical, custom insurance applications and VoIP environment
 - nGeniusONE reduces IT War Room and MTTR efforts
 - Eliminates time lost in third-party finger-pointing with vendor-independent nGeniusONE intelligence
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Customer Profile

This company is one of the fastest-growing automotive insurers in the U.S., employing a distinct, multi-channel marketing campaign to emphasize consumer awareness and 24/7/365 business operations to support customers.

In working to meet the needs of its customers, the Insurance company operates multiple regional offices, service centers, and claims centers across the country. The company leverages the resources of more than 30,000 associates and a number of affiliated companies, operating in larger regional business operations centers with as many as 3,000-to-4,500 employees per location. The company has employed NETSCOUT's Service Assurance solution for many years, operating legacy nGenius Performance Management analysis and InfiniStream packet capture technology to assure network and application performance.

Business Challenge

The company's business growth brings associated, wide-ranging IT challenges. For example, in addition to managing performance of the organization's hub-and-spoke network, the IT team is sequentially adding data centers across the U.S. to support the business growth. While these locations are being introduced over time, the IT team needed to standardize some data center design elements across all locations to help baseline performance.

In today's Insurance market, a variety of applications help serve customers and drive the business. An expanding Event Management & Monitoring IT team is responsible for deploying and supporting a range of custom Insurance and Web-based applications, including specialized Claims, Underwriting, Account Management, Customer Communications, and Sales apps. As part of those application rollout efforts, this team supports "internal customers" – the Company's Network Operations, Telecom/VoIP, and Security teams.

The company also recently deployed a new voice technology platform, and this Voice over IP (VoIP) solution is a key to customer relations in both sales and support. It was understandable that the Telecoms team identified a goal to reduce voice outages by 50% on a year-over-year basis. As an overlay to these diverse initiatives, the organization needs a way to reduce time to resolve complex problems that typically result in an IT “War Room” exercise. The time lost with multiple vendors denying culpability while finger-pointing at each other has increased the mean-time-to-repair (MTTR) service problems. They needed a vendor-independent service assurance solution that could provide high-level application layer workflows, as well as deep-dive packet level analysis.

NETSCOUT Solution

The Insurer has turned to NETSCOUT’s nGeniusONE Service Assurance platform as a multi-faceted solution for converged application, network, and voice performance management.

Our nGeniusONE and InfiniStream technology is installed at the Insurer’s Data Centers, as part of their standard bill of materials, providing single-pane visibility into application, network, and voice performance in its hub-and-spoke network. As new Data Centers are built out, the nGeniusONE platform provides pre- and post-production visibility and analysis.

NETSCOUT Solution in Action

The IT team uses nGeniusONE to assure performance of business-critical, custom Insurance IT applications across the enterprise, with ongoing efforts to expand the application set being monitored by nGeniusONE. As part of the IT initiative to reduce voice technology outages, the Insurer uses nGeniusONE to monitor its expanding VoIP application environment and troubleshoot UC application issues in order to meet and exceed their 50% reduction in voice outages. The Insurer also integrates nGeniusONE’s packet level intelligence and ad-hoc reporting with third-third-party network and infrastructure technology solutions deployed in the data centers.

Business Value

The NETSCOUT solution has been highly beneficial to the Insurer’s IT team, with nGeniusONE reducing MTTR from lengthy IT War Room troubleshooting. With the single nGeniusONE platform, IT staff can watch performance throughout the enterprise environment. nGeniusONE now serves as the Event Management & Monitoring IT team’s go-to solution for monitoring and service assurance of critical Insurance and custom applications across the enterprise.

With nGeniusONE included in the build out of data centers, the Insurer enjoys continued end-to-end visibility across the enterprise and improves the user experience of agents employed in those new facilities. Additionally, having NETSCOUT’s technology installed in this Insurer’s Lab environment, the IT team can better coordinate pre-Production activities relating to new services prior to rollout.

Moving forward, the Insurer has plans to expand nGeniusONE use in profiling additional custom applications and more fully leveraging the NETSCOUT solution in its voice performance management efforts.



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