NETSCOUT

U.S. Insurer Future-Proofs IT Environment with NETSCOUT Solutions

NETSCOUT Solutions Reduce MTTR, Enhance Application & Network Performance, and Ready the Customer for Virtualized IT Platforms

OVERVIEW

Business Challenge

- IT review revealed the need for additional visibility to maintain "5-9s" uptime
- Virtualized platform plans required Service Assurance modernization
- Third-party Packet Flow Switch failing due to backplane throughput issues

NETSCOUT Solution

- nGeniusONE® Service Assurance platform, with extended UC performance management support
- InfiniStreamNG™, with NETSCOUT® ASI Plus (ASI+) technology and nGenius® 3900 series packet flow switch
- Onsite Engineer for application profiling, network performance, and operations

Business Value

- NETSCOUT solution shown to reduce MTTR to less than 1 hour
- NETSCOUT technology refresh closes IT gaps, hardens external security, secures outward-facing applications in DMZ, and enhances end-to-end visibility
- Customer confidently introduces new applications with nGeniusONE application profiling and custom application performance management

Customer Profile

Founded more than 70 years ago, this U.S. Insurance Company helped pioneer offering fixed annuity products through financial institutions, and was recently incorporated as part of a larger corporate merger involving a sister company. In 2016, the organization managed more than $80 billion in assets across multiple business lines that include variable annuities and mutual funds.

Business Challenge

As the corporate parent company is a leading financial organization with 100% of its revenue reliant upon the network, performance and uptime are both critical business concerns, so any disruption is unacceptable. The company has an SLA baseline of 99.999% uptime.

Initially, when the insurance organization required service assurance of a large-scale, application-rich environment that includes Unified Communications technology and Oracle, they turned to NETSCOUT.

Challenged by the sheer scale of the enterprise IT operation and the high number of Insurance and Financial applications in production, the Company still finds the need to develop new Insurance market offerings that often necessitate new, corresponding custom applications. Given the expanse of the company, the enterprise IT teams must manage numerous applications, including legacy applications introduced as a result of merger.

The Insurance company also faced a decision regarding the future of a competitor's Packet Flow Switch technology in the production environment– the company reportedly experienced throughput issues on the backplane of this vendor's PFS technology.

In an equally compelling project, the company saw opportunities to address several external and internal security initiatives that were identified in response to an IT review effort. In related, concurrent activities, IT needed to execute on plans to begin an eventual transition to virtual platforms across the enterprise.

For those reasons, the organization identified technology refresh and expansion activities to help the IT teams reach its current and longer-term project goals.

NETSCOUT Solution

The parent company is a long-time NETSCOUT customer and operated a production deployment of our nGeniusONE Service Assurance and Infinistream solutions for many years. In this customer's deployment, InfiniStream® appliances are distributed across global IT locations. Most recently, the customer implemented NETSCOUT's next-generation InfiniStreamNG platform to mine traffic in real-time in order to deliver accurate and actionable data to the enterprise for service assurance and cybersecurity initiatives.

NETSCOUT Solution in Action

Working in collaboration, the organization's Network, Global Infrastructure, and Security teams deployed the new nGenius 3900 Series Packet Flow Switch technology and InfiniStreamNG appliances in a network design to accomplish several goals:

- Feed network traffic reliably to InfiniStream appliances and other monitoring tools
- Meet the organizational need for enhanced network security
- Improve end-to-end visibility for nearly 50 key customer and revenue-impacting business apps as well as essential service enablers across the company's enterprise
- Prepare the organization for the eventual virtual platform transition

Operating at six key instrumentation points across the enterprise, the nGenius Packet Flow Switch feeds network traffic to the InfiniStreamNG to help protect availability and performance of outward-facing applications in the DMZ.

Offering unsurpassed scalability, InfiniStreamNG appliances are integrated with the nGeniusONE platform to provide a common set of packet-flow-based metadata and workflows for use in troubleshooting, service and application performance, Unified Communications performance, and detailed key performance indicators. In one situation, the company's IT team leveraged nGeniusONE to collaborate with an organizational Webserver term to identify and resolve an application connection issue within one hour of user concerns.

Business Value

The company is taking advantage of the skills and resources of the NETSCOUT Onsite Support Engineer (OSE). Unlike competing approaches that focused on profiling a single Insurance IT application at a time, then applying additional per-application licensing charges, the NETSCOUT OSE resource used nGeniusONE's comprehensive application, network, and UC performance management functionality to profile more than 90 IT applications and define 25+ websites. As a result of the OSE's initial application profiling and ongoing monthly review of application performance, nGeniusONE is reaping significant rewards for this company:

- Reducing mean-time-to-repair (MTTR) cycles by performing application triage activities, using real-time nGeniusONE Service Alerts, associated analysis, and daily reporting
- Improved budget and capacity planning within data center and across broadly distributed enterprise locations
- Customer experience and revenue protection with end-to-end performance analysis of hundreds of protocols and applications throughout their environment

NETSCOUT's Service Assurance technology and OSE services help future-proof the company's IT environment for planned expansion to virtual IT platform operations.

NETSCOUT®