

# U.S. Insurer Readies for Cloud Platform Transition with NETSCOUT

## NETSCOUT Solutions Providing Real-Time Service Assurance to Enhance End-to-End Visibility in Expanding Data Center Environment

### OVERVIEW

#### Business Challenge

- Expanding Insurer data center environment with emerging real-time network and voice performance monitoring needs
- Insurer's planned transition to AWS Cloud platform necessitates packet analysis and packet flow switch technology enhancements
- As part of transition, IT requested network service assurance workflow consistency

#### NETSCOUT Solution

- nGeniusONE® platform with extended Unified Communications performance management support
- InfiniStreamNG™ with Adaptive Service Intelligence™ (ASI) Plus (ASI+) technology and nGenius® 3900 series packet flow switch
- Onsite Engineer for nGeniusONE Service Dashboard customization for Network and Unified Communications monitoring

#### Business Value

- Customer confidently transitioning to AWS cloud, with NETSCOUT InfiniStreamNG™/ ASI Plus and PFS technology operating at each data center
- Customized nGeniusONE Service Dashboard screens provide enhanced real-time views of network links and voice environment
- nGeniusONE offers expanded use opportunities for Insurer's Applications teams



#### Customer Profile

This Insurer maintains business operations in 30 countries, supporting the activities of 50,000 employees. Leveraging points of presence in more than 800 offices, the Company sells full lines of coverage for automobile, homeowners, valuable possessions, personal liability, and individual life insurance. The Company is also an industry leader in affinity partnerships, offering car and home insurance to employees and members of more than 10,000 companies.

Like many leading Insurers, the Company has employed NETSCOUT's Service Assurance solution for many years, operating nGenius analysis and InfiniStream® appliance technology to assure network performance.

#### Business Challenge

The Insurer is expanding its U.S. data center operations to include additional facilities that support new business hubs and an increased employee user base. As a result, the Insurer IT organization is adopting an increasingly nimble operations approach toward managing its expanding Data Center network, Unified Communications (UC) platforms, and applications environment.

As part of the Insurer's IT profile transition, the Network Operations team is transforming data center operations to the public cloud. The Insurer has identified the Amazon Web Services (AWS) as its cloud platform of choice and is moving key applications to the AWS platform. In architecting its AWS Cloud solution to ensure a successful transition, the IT team also identified an accompanying need to enhance its in-place network and UC service assurance analytics, network packet capture platform, and packet flow switch environment.

In a related initiative, the Insurer's IT team also looks to enhance service assurance of its voice technology environment to include real-time dashboard views.

### NETSCOUT Solution

As a long-standing NETSCOUT® customer, the Insurer had relied on NETSCOUT's legacy nGenius platform and InfiniStream appliances as the foundation for its large-scale network service assurance demands.

In standardizing the service assurance platforms installed at each of its three data centers to address real-time monitoring needs in advance of the AWS rollout, the Insurer deployed the InfiniStreamNG appliance with NETSCOUT ASI Plus technology. In addressing its need for real-time network and voice performance analysis, the Insurer has transitioned to the extended nGeniusONE platform for UC.

The Insurer has also deployed the nGenius 3900 series packet flow switch (PFS) technology at each of the three data centers, aggregating the flows of traffic throughout the network.

### NETSCOUT Solution in Action

Designed to address network evolution and growing traffic volumes experienced in the Insurer's expanded data center environment, the InfiniStreamNG platform supports high-bandwidth applications running and readies the Network team's transition to future server virtualization.

The nGenius 3900 Series PFS aggregates traffic from the three data centers and allows the retention of link-level visibility. The nGenius 3900 Series PFS appliances leverage nGeniusONE and InfiniStreamNG data source technology, using PFS Mode with the InfiniStream appliances to allow each TAP to be seen as a full-duplex physical link to the InfiniStream.

Leveraging the optimized InfiniStream/ASI and PFS data source environment, nGeniusONE offers enhanced real-time performance analytics to the Network Operations and Voice IT teams.

### Business Value

The Insurer is taking advantage of the skills and resources provided by the NETSCOUT Onsite Support Engineer (OSE). In easing the transition to the new nGeniusONE platform, the OSE customized a number of nGeniusONE Service Dashboards to mirror workspaces that the Network Operations team had used for many years. As a result, Network Operations can now conduct real-time monitoring of link utilization between its numerous remote sites and three data center locations. The benefit is that the Network Operations team is more productive and is reducing time to solve problems with dashboards and workflows ready for their most critical business services.

The OSE is also building UC Service Dashboards for the Insurer's Voice team, offering consistent and reliable service levels for Voice services to protect the Insurer's user experience. With the customer service agents and voice services often being the primary connection to the customers, nGeniusONE is helping ensure high-quality customer service.

The Insurer also looks to roll out nGeniusONE to its Applications teams, with the OSE providing future Service Dashboard customization to address the Insurer's applications environment. Improved collaboration across the IT team will reduce time in war rooms when tackling the organization's most challenging problems, as well as technology innovations.



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