

Service Assurance in City Government



Digital initiatives are driving the need for expanded Service Assurance solutions in City Government, involving diverse Internet of Things (IoT), Cloud transformation, open government, civic engagement, and “Smart City” IT initiatives. Such initiatives can enhance the local landscape of civic service delivery to residents and offer the potential of using digital applications to deliver City services more efficiently and inexpensively.

Regardless of the digital initiative’s focus, there are accompanying needs to pilot new projects, ensure availability and responsiveness of those services to local employees and residents (for both digital initiatives and legacy services), and then provide ongoing service assurance once systems are in production. Otherwise, initially enthusiastic users (e.g., residents, business owners, city employees) can get discouraged when City websites experience errors, updated 3-1-1 Contact Centers cannot be quickly engaged, or the “no-longer-new” civic Wi-Fi service is slow and insecure.

At the same time, service assurance solutions are required for the day-to-day delivery of ongoing City services, including managing network, application, and Unified Communications & Collaboration (UC&C) technologies supporting schools, emergency services, public works, and the local government infrastructure itself. For first responder services, any unexpected service downtime or delays can present dire results.

Our Approach

NETSCOUT® Service Assurance technology provides today’s City IT teams with the solutions needed to ensure successful digital initiative pilot phases and ongoing service assurance of production systems, with our platform delivering end-to-end network visibility, always-on monitoring (for networks, applications, and UC&C technology), and intuitive troubleshooting required to reduce mean-time-to-repair.

By transforming this high-value wire traffic into “smart data,” NETSCOUT’s solutions, based on innovative Adaptive Service Intelligence™ (ASI) technology, help City IT teams ensure security, manage

risk, facilitate superior decision making, and drive service performance through automation and pervasive deployment. Our solution also leverages NetFlow and other flow data to complement our core packet flow data sources, with NetFlow data elements converted to ASI data for service assurance analytics.

Our Solutions

NETSCOUT Service Assurance solutions are used today to help leading Cities successfully deploy and securely manage digital transformation projects, whether based on wired, wireless, Cloud, or virtual network services and infrastructure elements.

In providing service assurance solutions required for both digital initiatives and ongoing City service delivery operations, our extended nGeniusONE® Service Assurance platform enables IT teams to adopt a services-oriented approach toward ensuring critical municipal and business services (reliant on network, voice, video, email, mobile platforms) are both available and performing at high levels.

NETSCOUT’s ability to transform high-value wire traffic into easily visualized “smart data” has helped unite the performance analytics used by network, application, and UC&C teams and IT business owners – providing the technology platform needed to foster the interorganizational collaboration that represents an overlooked element of City IT innovation success.

The nGeniusONE platform with InfiniStream® and ASI technology provides real-time visibility for comprehensive analysis of service performance across complex N-tier application environments. The combination of smart data and superior analytics allows City IT professionals to understand the full context of application services and the performance anomalies contributing to poor user experience or application performance.

While nGeniusONE today supports City customers' efforts to transform IT operations, our solution also provides IT with a single solution for day-to-day service assurance for City services, including:

- Pinpointing the cause of slow-downs in City services delivered to residents (e.g., real-estate transactions, online payment of water/sewer and auto/personal tax bills)
- Identifying performance issues in commercial (e.g., Office 365, Citrix) and custom applications supporting City employee scheduling, payroll, communications, or school department budgeting systems
- Troubleshooting email and VoIP/voice environment issues within City data centers and remote office locations

nGeniusONE provides intuitive workflows and drill downs with service dependency maps and session analysis to quickly identify the community of users impacted and what is causing the slowdown. Specific areas the nGeniusONE solutions are particularly helpful include those specified in the City IT initiatives that follow.

Cloud Migration Support

For Cities migrating to the Cloud to maximize staff efficiency and service delivery while reducing OPEX, NETSCOUT enables our customers to "Cloud Smarter" – with our nGeniusONE Service Assurance platform providing visibility across the entire stack (including interdependencies for the application and service delivery infrastructure), also leveraging NETSCOUT's pervasive instrumentation for Cloud environments (including the software-based vSCOUT™ and vSTREAM™ solutions). With NETSCOUT, City IT teams can cost-effectively monitor and assure Cloud projects before, during, and after migration, regardless of the Cloud strategy (e.g., private, public, or multi-cloud) or vendor technology (e.g., AWS, Azure, or Google Cloud) utilized.

Contact Center Transformation Support

In addressing the needs of numerous 9-1-1 Contact Center enhancements (e.g., consolidation services, expansions) and new 3-1-1 programs (e.g., Web-based and mobile options for non-emergency service requests), nGeniusONE with ASI analyzes wire-traffic in real-time and generates highly scalable metadata that enables a comprehensive view of service, network, application, and server performance across a City's multi-tier, multi-domain service delivery environment.

IoT Project Support

For Smart Cities projects relying on Internet of Things infrastructure deployments (e.g., "smart" light grids, traffic light sensors to improve congestion during road emergencies), nGeniusONE helps ensure the interoperability of IoT platforms, protocols, applications, and services with real-time insight into device, network, and cloud behavior. Our service triage approach gives early warning to configuration, responsiveness, and errors, which translates into fewer customer complaints and faster problem solving. Our ASI technology analyzes wire-traffic data in real-time and uses a scalable, multidimensional metadata model to produce a rich data set that represents an end-to-end view across IoT devices, networks, services, and applications, no matter where they operate.

"Connected Cities" Support

NETSCOUT today partners with customers deploying "Connected Cities" projects, with our AirMagnet® Enterprise (AME) network monitoring and Wireless Intrusion Detection/Prevention System assuring Public Wi-Fi network performance by providing IT teams with security and performance status of associated wireless access point infrastructure (both controller and Cloud-based). AME defends City Wi-Fi environments by automatically detecting, blocking, tracing, and locating threats on city Wi-Fi channels.

Complementary NETSCOUT Solutions

In complementing the nGeniusONE platform, our nGenius®PULSE application provides infrastructure health monitoring and SLA Management for private, public and/or hybrid Cloud-based applications, equipping IT with a crucial tool to validate the service performance of their technology vendors.

In addition, City IT teams of all sizes, focused on diverse project areas benefit from the flexibility of our OptiView® XG Network Analysis tablet, which supports remote full WLAN lifecycle management and troubleshooting network infrastructure analysis for local technicians servicing the variety of City- owned buildings – from City Hall, to schools, to Public Works and Board of Assessors locations.

Our Value to City Government

NETSCOUT Service Assurance solutions enable City Government IT organizations to:

- Reduce mean-time-to-repair (MTTR) to pinpoint source of slow-downs in City services that impact employee productivity and/or citizen services
- Successfully pilot and implement digital initiatives and migrate associated platforms with confidence, including monitoring before, during, and after deployment to assess network, application, and UC&C technology performance impacts
- For IoT deployments, monitor protocols, network, and Cloud applications to assure performance synchronization
- Vendor-agnostically visualize multiple third-party applications operating across expanded City network environments
- For 9-1-1 and 3-1-1 service transformations, ensure efficient resident interactions through the Cloud, Web portals, and mobile application layers

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)

NETSCOUT offers sales, support, and services in over 32 countries. Global addresses, and international numbers are listed on the NETSCOUT website at: www.netscout.com/company/contact-us