

Major Latin American Bank Implements Proactive Monitoring, Assures Network Reliability

Bank Improves Customer Experience and Business Continuity with NETSCOUT Service Assurance Solutions

OVERVIEW

Business Challenge

- Intermittent service degradations and outages
- Ineffective methods of identifying problems
- Lack of coordination between different IT teams

NETSCOUT Solution

- nGeniusONE® Service Assurance platform
- InfiniStreamNG™ appliances
- nGenius® Packet Flow Switch

Business Value

- Reduced MTTR – Problems are now found and solved faster than ever, reducing mean-time-to-restore and improving availability and performance for end-users
- Improved Collaboration – IT teams are now better able to collaborate with each other and with vendors in rapidly resolving performance issues
- Improved End-user Experience – IT is now more proactive, and can find and solve problems before they impact end-users and customers



Customer Profile

With more than 500 retail branch locations across the country, this major Latin American bank with more than 8.8 billion dollars in assets provides banking, insurance, and consumer and financial services to their customers. Thousands of employees work tirelessly to ensure a smooth and reliable banking experience. Many of their hundreds of branches operate in remote rural areas where consumers have no other options for these vital services, making bank offerings all the more important.

The Challenge

Bank employees and customers, particularly in geographically dispersed branch locations, rely on network connectivity and voice systems to complete vital transactions in a timely manner. Service degradations and network outages were adversely impacting the customer experience and jeopardizing the bank's service reputation. The IT team was under tremendous pressure to achieve service assurance, but their tools were ineffective at detecting and resolving issues before users were impacted.

IT found itself in a reactive position relying on outdated tools to try and uncover the source of issues. Network, Applications, and Unified Communications (UC) teams recognized the need to be more proactive and collaborative as they all engaged in troubleshooting the root cause of problems but did not have the necessary data to easily collaborate.

Solution in Action

In order to conquer its network monitoring challenges, this local bank turned to NETSCOUT®. The nGeniusONE Service Assurance platform, powered by Adaptive Service Intelligence™ (ASI), along with InfiniStream appliances and nGenius Packet Flow Switches were deployed to quickly identify, isolate and mitigate critical service issues before they could impact the business. By transforming the high-value wire traffic into “smart data,” nGeniusONE solutions delivered smart analytics to ensure security, manage risk, facilitate superior decision making, and drive service performance through automation and pervasive deployment. In addition to adding the proactive nGeniusONE solution, the IT team upgraded to the latest versions of TruView™, OptiView® XG and OneTouch™ AT Network Assistant, all of which were used for ad hoc troubleshooting as needed.

The bank’s IT team implemented the nGeniusONE solution in the financial institution’s datacenters, relying on the service dashboards and workflows to proactively detect and notify them whenever service degradations were occurring. The IT organization was especially excited about the ability of the nGeniusONE Service Dashboard to provide a top level strategic view into the availability and service performance of their most critical applications, especially web-based applications and UCC with contextual drilldowns into service monitors and session analysis views when needed.

nGenius Packet Flow Switches were employed to expand the footprint of the InfiniStream appliances, allowing IT to have visibility across the entire network. Armed with the latest versions of TruView, OptiView XG and OneTouch AT Network Assistant, IT was empowered to keep an eye on infrastructure health allowing them to intervene before issues become full blown outages.

The Results

nGeniusONE, InfiniStream appliances and nGenius Packet Flow switches transformed the bank IT team’s ability to maintain service assurance while reducing overlapping tool usage and improving business continuity processes. IT was able to proactively monitor applications and the network, enabling them to rapidly triage problems, reduce MTTR, and assure availability and performance. This led to improved management of SLAs with their end users, enabled IT to detect and solve problems before they impacted users or customers, and reduced the number of incidents reported to the IT helpdesk.

For more information about NETSCOUT retail banking solutions visit <https://www.netscout.com/solutions/retail-banking-it-quality-service>.



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