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Agency Solves Two-Month-Old Problem in 2 Minutes with nGeniusONE

NETSCOUT Solution Addresses Diverse Network, UC, and Microsoft Office 365 Rollout Challenges

OVERVIEW

The Challenge

- DMV's NPM RFP focused on improving data center visibility into branch locations and user transactions
- Beyond RFP requirements, IT spent months trying to troubleshoot legacy voice environment performance issues
- IT resources additionally challenged by looming Microsoft Office 365™ and SD-WAN projects

The Solution

- nGeniusONE® Service Assurance platform with UC smart analytics
- InfiniStream® appliances

The Results

- Quick time to value with rapid configuration and discovery to solve 2 month-old UC&C issue in 2 minutes
- Extending value of their investment in nGeniusONE that transcends agency's NPM RFP scope to provide an APM solution as well
- Shortened MTTR - nGeniusONE Reduces Agency Voice Troubleshooting from 2 Months to 2 Minutes

Customer Profile

This North American Department of Motor Vehicles (DMV) prioritizes the personal touch in their business dealings with customers, with fewer than 1,000 employees across more than 250 service outlets processing 10+ million annual license, registration, title, and insurance transactions.

Additionally, the DMV manages the physical infrastructure of the regional roadway system and coordinates high-profile media campaigns to increase awareness of automobile, motorcycle, and bicycle safety.

The Challenge

With annual population increases in this region, the DMV finds itself processing more in-person branch transactions. This has created greater reliance on their government IT team to deliver network, application, and voice technology services that help run registry business.

With residents required to physically appear at DMV locations to process their transactions, the underlying network, application, and voice environment must run optimally. Any network, application, or voice environment delays could result in longer lines, frustrated customers, and adverse publicity for this high-profile agency.

Wanting to avoid such impairments and improve service delivery to citizens and DMV representatives, the IT team initially focused on improving visibility from their data center hub into DMV branch and user operations. This led them to consolidate their specifications for improved network visibility, proactive event correlation, and forensic analysis capabilities in a government-compliant Request for Proposal (RFP) document.

Already facing the "do more with less" reality that so many government departments are managing, IT had looming digital transformation projects beyond NPM. The Network Administration team was "inheriting" a Software-defined Wide Area Network (SD-WAN) and Microsoft Office 365 technology rollouts.

IT realized these projects were going to be challenging to implement and maintain without a service assurance technology solution approach before, during and after deployment.

Solution in Action

After the technically rigorous RFP process eliminated other vendor alternatives, the IT team identified the NETSCOUT® nGeniusONE Service Assurance platform and InfiniStream monitoring appliances as the best solution for their requirements.

The nGeniusONE platform leverages InfiniStream appliances with smart data from NETSCOUT's patented Adaptive Service Intelligence™ (ASI) technology. The agency is using the smart analytics and intuitive workflows in the nGeniusONE solution to accurately monitor traffic data across the network with deep granularity to identify capacity, network, and/or services shortfalls, as well as to better understand how resources are being consumed enterprise-wide. In addressing mandatory RFP requirements, nGeniusONE easily provided and demonstrated functionality highly desired for the DMV project, including delivery of enhanced network visibility, proactive event correlation, and contextual drill-downs into packet-based forensic analysis.

IT administrators and users have familiarized themselves with nGeniusONE capabilities and quickly configured dashboards and reports for assuring service performance in the production environment, which has saved them valuable IT resource cycles. In one example, IT was experiencing a voice performance issue with the legacy PSI ISDN infrastructure operating at branches that prevented access to voice stream analytics needed to troubleshoot issues. IT confided this issued had plagued them for 2 months. With NETSCOUT's consultation, an nGeniusONE Service Dashboard view was created in 2 minutes, providing visibility into voice stream issues and showing errors relating to a particular server. Using nGeniusONE contextual drill-downs to access granular smart analytics, IT could see duplex and Quality of Service (QoS) mismatch issues relating to incorrect labeling of packets. With this information in hand, IT applied during a lunchtime break and quickly solved the problem.

NETSCOUT is collaborating with the collective IT resources to develop a roadmap defining how the current nGeniusONE and InfiniStream environment can address their future digital transformation projects, including Microsoft Office 365 and SD-WAN rollouts.

The Results

While IT initially saw the value of the nGeniusONE in the context of NPM, organizational buy-in increased during collaborative NETSCOUT user and administrator training sessions with the core Network Administrator, Applications, Collaboration, VoIP, and Server teams.

With multiple teams accessing one performance analytics platform leveraging smart data for network, application, and UC performance management, the IT organization has dramatically reduced their mean-time-to-repair cycles.

With nGeniusONE also bringing enhanced productivity across the IT organizations, this team is better equipped to manage digital transformation initiatives using in-place staffing resources.

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