

Global Home Fashion Retailer Gains Visibility Into Mission Critical Buyer Applications and Distribution Services

nGeniusONE Platform, InfiniStream Appliances, and nGenius Packet Flow Switches Help IT Effectively Monitor Network and Application Uptime For Mission-critical Retail Services

OVERVIEW

Business Challenge

- Inability of IT to effectively monitor network uptime and achieve assurance of mission critical applications and services
- Network congestion issues interfere with application performance
- If a buying office or distribution center goes offline, the cost to the business is millions of dollars every hour that it's down
- Disruptions to voice services is unacceptable to the business

NETSCOUT Solution

- Instrumented datacenters, distribution centers, and buying offices with InfiniStream® appliances and nGenius® Packet Flow Switches
- Deployed nGeniusONE® dashboards and Grid to investigate issues both reactively and proactively
- OptiViewXG® handheld network analysis tablet deployed to troubleshoot Wi-Fi connectivity issues

Business Value

- Significant time and money saved by finding and fixing problems faster
- Minimized downtime saves the business millions of dollars in revenue
- IT staff more effective with end-to-end visibility into the performance of environment
- Improved IT team collaboration has reduced finger pointing. This retailer has stopped having to defend the network first, which lets them find problems faster



Customer Profile

This global retailer specializes in discount apparel and home fashion, offering customers a changing assortment of high-quality merchandise at discounted prices. With nearly four thousand stores spanning nine countries on three continents, generating in excess of \$30 billion in annual revenues this truly is a globally distributed business.

Business Challenge

For this home fashion retailer, always-on communication between stores, distribution centers, buying offices, and datacenters, was absolutely crucial for ensuring that the right goods make it to the stores in a timely fashion. Network and application performance degradations presented a serious threat to the business. In fact, whenever a buying office or distribution center was down for more than an hour, millions of dollars were lost.

The IT team was tasked with monitoring network uptime and ensuring availability of mission critical applications and services. But network congestion issues and lack of bandwidth, which interfered with application performance, presented a vexing problem for the team. In addition, vitally important voice services were impacted, causing IT to literally pull their hair out trying to identify the root cause of the issues. Without adequate insights, IT was essentially flying blind and had to try scattershot approaches to resolving the issues. This necessitated the formation of a war room where finger pointing created delays in resolving the issues along with further consternation.

NETSCOUT Solution

Whenever a problem arises, the first tool this retailer always reaches for is the nGeniusONE Service Assurance Platform with Adaptive Service Intelligence™ (ASI) technology. Having been a long-standing customer of NETSCOUT®, the IT team instrumented its datacenters, distribution centers, and buying offices with InfiniStream appliances, the newest software-based InfiniStreamNG™ appliance, and nGenius Packet Flow Switches, so they can monitor network uptime and availability and quickly pinpoint congestion issues between the stores and distribution centers.

nGeniusONE dashboards and grid were deployed to investigate issues both reactively and proactively. New dashboards are built ad hoc as problems arise. In addition, an OptiViewXG handheld network analysis tablet was deployed to troubleshoot Wi-Fi connectivity issues at critical board of directors meetings.

NETSCOUT Solution in Action

The nGeniusONE platform, InfiniStream appliances and nGenius Packet Flow Switches allow IT to monitor the retail giant's network and applications in order to conduct root cause analysis to determine where issues lie. These tools are used proactively on a daily basis to analyze the performance of several hundred services across the company's datacenters, distribution centers, and buying offices.

When voice issues were reported, IT relied on the NETSCOUT solution to reveal that some of the ways the company's SIP providers were provisioning service was causing issues on the network. This allowed IT to immediately correct and resolve the issue. NETSCOUT was also able to address application performance issues found in the company's remote offices. Insights provided by nGeniusONE found desktop bandwidth problems were being caused by employees' unauthorized streaming of videos that was congesting the WAN link, which wasn't sized to allow this, thereby interrupting vital business functions.

Business Value

The NETSCOUT solution has allowed IT to shift from a reactive approach to its applications and service disruptions, and adopt a more proactive one. For a global retailer of this size, when small IT problems occur, the number of people affected is vast. NETSCOUT has enabled IT to find problems quickly, so they can be fixed rapidly, saving time and money. By minimizing downtime, the company is able to prevent millions of dollars in losses, and in turn improve revenue.

NETSCOUT delivers effective end-to-end visibility into the performance of the retailer's IT environment, which is critical to service assurance. As a result, the IT team no longer has to defend the network first, allowing them to focus on finding and quickly resolving problems – in particular ensuring voice quality and bandwidth availability to buying offices and distribution centers. Another benefit is improved IT team collaboration, reducing valuable time lost in unproductive war room finger pointing.



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