

International Carrier Battles to Maintain Market Position



The Opportunity

Leading as the number one Carrier Service Provider (CSP) in quality for five years is no trivial accomplishment in an extremely competitive region. With a series of national outages threatening their number one position and customer loyalty, one CSP was in a race against time to prove its position, protect brand reputation, and keep loyal customers. With dispersed global teams of decision makers, millions of euros at stake, and a race against time – will this CSP keep its number one status for the sixth year in a row?

The Details

Virtual Platform – this CSP decided that the most effective path forward was to expand the existing platform to provide internal teams (e.g. Customer Care, NetOps, Marketing, and Tech Support) with the ability to contextualize data. NETSCOUT®'s solution offered an all-inclusive affordable approach using Smart Data with InfiniStreamNG™ and nGenius® Business Analytics. The InfiniStreamNG™ platform with its software-based architecture provided the required scalability and visibility to readily expand.

Visibility – Deploying the InfiniStreamNG delivered deep insights into end-to-end network traffic and increased infrastructure performance by 25% while lowering total cost of ownership (TCO).

NETSCOUT's nGenius Business Analytics solution also steered Big Data contextual analysis across the business, using the same data sets to provide deeper insights in support of customer experience management (CEM).

The Results

The NETSCOUT's Solution Provided:

- Improved customer experience while maintaining #1 position
- Immediate increased of bandwidth for CSP's probing solution
- Superior analytics with Smart Data



**WITH NETSCOUT'S SOLUTION,
THIS CSP INCREASED
PERFORMANCE BY 25% WHILE
LOWERING TOTAL COST OF
OWNERSHIP**

CONTACT
AN EXPERT



To learn more about NETSCOUT's InfiniStreamNG software probe platform and nGenius Business Analytics solution.



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