NETSCOUT®

Leading Contact Center Improves Voice Service Reliability with Transformative Visibility

NETSCOUT Innovations Improve Traffic Mirroring, Reduce Architectural Complexity

HIGHLIGHTS

The Challenge

- IT needed to assure voice performance
- Had outgrown legacy packet flow switch that compromised IT troubleshooting

The Solution

- nGenius® 5010 packet flow switch appliances, passive network taps

The Results

- Improved overall success and effectiveness of downstream tools with accurate, persistent network traffic distribution
- Reduced CAPEX, improved SLA compliance

Customer Profile

This leading U.S. technology company specializes in providing cloud-based Contact Center delivery services, as well as the technology that helps third-party Call Centers deliver high-quality voice performance to customers. As part of maintaining cloud-based Contact Center services for a growing customer base, they operate numerous data centers across the country.

The company's presence is so pervasive, any U.S. resident accessing Contact Center services for healthcare, travel, or financial transactions has likely encountered the company's cloud-based service platform, if not the Contact Center technology itself. All told, their cloud-based Contact Services and voice technology help support hundreds of millions of customer contacts annually.

The Challenge

This company's business success is linked to the high-quality Contact Center and innovative technology solutions delivered to customers, and they recognize the importance of the healthcare, financial, and business transactions being supported by their cloud-based services and voice technology.

For these reasons, their information technology (IT) team takes no shortcuts in meeting customer service level agreements (SLAs), including assuring high quality by recording each and every Voice over IP (VoIP) line for their cloud-based customers. Their commitment to quality has further driven the company to establish redundant contact centers. As a result, IT is managing multiple data center locations running redundant aggregation switches and network taps to assure that network and voice traffic is visible and accessible for performance monitoring and troubleshooting.

This redundancy approach even extended to the way the Network team filtered network packets for forensic-based troubleshooting. For years, they had deployed third-party packet flow switches and network taps in an active, in-line solution approach that would split traffic to provide the desired end result: two copies of network packets. With this approach, if the Network team saw a packet loss instance, a second network packet would be available to them for post-event access. However, issues had emerged with the legacy deployment that was causing packet drops between the network and the monitoring tools – which was unacceptable. For alerting and troubleshooting effectiveness, every packet needed to be received by the monitoring devices.

Facing mounting frustrations, the Network team identified a need for a passive network aggregation and tap approach that would provide the continued traffic mirroring they required for voice performance troubleshooting, while reducing cost and architectural complexity to the organization.

Solution in Action

In meeting their preferences for a passive network aggregation filtering approach that provided their desired traffic mirroring, the company deployed redundant NETSCOUT® nGenius 5010 packet flow switch appliances at each of three data center locations, along with passive network taps. This NETSCOUT-designed solution enables company IT groups to aggregate, replicate, and manage the flows of traffic throughout the network to ensure voice service quality and access to packet-based forensic analysis.

While the Network team was well-versed in both the capabilities and limitations offered by today's packet flow switch and network tap solutions, they knew rolling out a passive filtering approach capable of delivering duplicate copies of network packets would be no small feat. By involving NETSCOUT in rigorously testing the nGenius packet flow switch and network tap solution in their data center lab environment, the Network team virtually guaranteed success. As a result, the nGenius packet flow switch and passive tap solution is now achieving the goals set forth by the team, including:

- Reducing packet drops, while generating duplicate network packets by using passive taps with a 1-by-3 configuration (e.g., one input in, two inputs out)
- Reducing interlink traffic volume by using advanced nGenius packet flow switch filtering based on Boolean logic
- Improving load-balancing and packet filtering by using nGenius packet flow switch auto-triggers to proactively alert IT to identified packet flow drops and utilization levels

The Results

The company is improving voice service delivery quality for their clients by taking advance of improved VoIP troubleshooting afforded with the reliable access to network packet forensics and full network traffic visibility delivered by the NETSCOUT solution. This is by far the most important end-result of their transitioning to the NETSCOUT solution, as it is ensuring their reputation for high-quality voice services, protects revenue, and helps avoid financial assessments that might otherwise be associated with SLA lapses.

Of additional relevance to business leadership, the Network team helped cost containment efforts by deploying a more reliable packet flow switch and network tap solution at a significantly less Capital Expense (CapEx) threshold than the company would have faced by simply refreshing their legacy technology platforms.

LEARN MORE

For more information about NETSCOUT Unified Communications Management solutions, please visit:

https://www.netscout.com/solutions/unified-communications-monitoring

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