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Business Process Outsourcer Makes User Experience at Remote Offices a Top Priority with NETSCOUT

nGeniusPULSE Provides Visibility to Monitor Availability and Performance of Apps at Remote Locations

HIGHLIGHTS

The Challenge

- Lacked visibility when monitoring availability and performance of apps, especially Office 365 and Skype for Business, at remote locations
- Needed wireless discovery and troubleshooting at each of the organization's data centers
- Required a standard wireless troubleshooting solution for customers

The Solution

- nGenius®PULSE Server
- Hardware and Virtual nPoints
- OptiView® XGs
- nGeniusONE® Service Assurance Platform and InfiniStream® appliances

The Results

- IT has reduced mean-time-to identify and resolve issues at client's remote locations
- Client satisfaction consistently being met with business process outsourcer assuring cloud services and wireless operations
- IT has reduced costs by offering a standard solution for wireless troubleshooting

Customer Profile

This leading provider of Managed Services is a business process outsourcer (BPO) to a wide-range of commercial and government customers around the world. The company operates numerous data centers and employs skilled personnel to manage next-generation Unified Communications (UC), network, application, and cybersecurity platforms that help clients successfully run their businesses in today's complex digital age.

The Challenge

The IT team of this BPO faced a critical challenge with a new client, of assuring that business-critical communication and collaboration services, such as Microsoft® Office 365 and Skype® for Business, were always available for their users at remote locations. Since these services did not traverse the BPO's data centers that were already instrumented with nGeniusONE and InfiniStream solutions, IT needed a different type of visibility for UC services at the remote locations. Without it, IT was flying blind.

Ideally, what the IT team wanted was "hop by hop" analysis for rapid identification of problem domain to speed troubleshooting.

Solution in Action

Having already successfully deployed the nGeniusONE Service Assurance platform and multiple InfiniStream appliances, the business process outsourcer turned to NETSCOUT® to ensure its communication and collaboration services would meet customer needs. IT implemented nGeniusPULSE, which provides active testing to monitor the health and availability of critical applications, such as Office 365 and Skype for Business, at the client's remote locations – running tests every few minutes, even when no one was on the system. This regular testing

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helps them get ahead of UC quality issues at the remote locations prior to them becoming business crippling.

The fact was, the BPO IT staff wanted user experience to be flawless for all services, not just UC, which nGeniusPULSE is helping to achieve. When potential issues were observed in accessing web-based services, nGeniusPULSE Web Test Now was employed to display the Trace Route Details, including total response time, total number of hops and latency between each hop. This information helps the IT team uncover such issues as bandwidth constraints or poor performance with a SaaS vendor.

The BPO also planned to offer a standard solution for portable troubleshooting. This new client was an excellent candidate as they have 8 data centers and wanted to implement standard tools in each. They now use NETSCOUT's portable OptiView XG, for Wi-Fi and wired network infrastructure troubleshooting. IT used it to automate discovery and map the local network and multiple functions to isolate the root cause of infrastructure-related problems so corrective actions could be taken immediately. The OptiView XG also allowed IT to detect and locate rogue wireless devices or security threats to protect employees and customers in the remote offices.

The Results

With NETSCOUT solutions, IT is now able to identify and resolve issues at remote locations even before users are affected. As a result, client satisfaction is consistently being met by the BPO rapidly pinpointing problems within critical communication and collaboration services.

Internally, IT has reduced cost, while doing more with fewer resources by offering a standard solution for wireless troubleshooting – increasing the efficiency of the IT function and freeing up resources for other mission-critical operations.

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For more information about NETSCOUT solutions visit:

www.netscout.com/ngeniuspulse

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