



When the Insurer's Web portal began experiencing performance issues, the IT team found it did not have visibility into internal east-west traffic in the data center's virtualized environment necessary to troubleshoot and resolve the issue. The IT team's existing third-party technologies did not offer necessary visibility into the virtualized environment or troubleshooting tools necessary to execute repeatable, corrective troubleshooting processes. As a result, the IT Executive team could not provide inter-organizational insight into its Web portal performance issues.

### NETSCOUT Solution

The Insurer is deploying the NETSCOUT nGeniusONE Service Assurance platform, including InfiniStreamNG 4795 appliance with Adaptive Service Intelligence™ (ASI+) technology. The NETSCOUT solution provides the Insurer IT team with a seamless solution for assuring both physical and virtualized network functions.

NETSCOUT Delivery Service resources will provide the Insurer IT team with recommended practices for on-site deployment of nGeniusONE and InfiniStreamNG technology.

### NETSCOUT Solution in Action

The nGeniusONE Service Assurance platform provides a vendor-agnostic approach to managing network, application, and server performance in the Insurer's data center. In doing so, the NETSCOUT solution delivers deep-level visibility into all application flows and user sessions, including Web, multimedia, and peer-to-peer applications from the network.

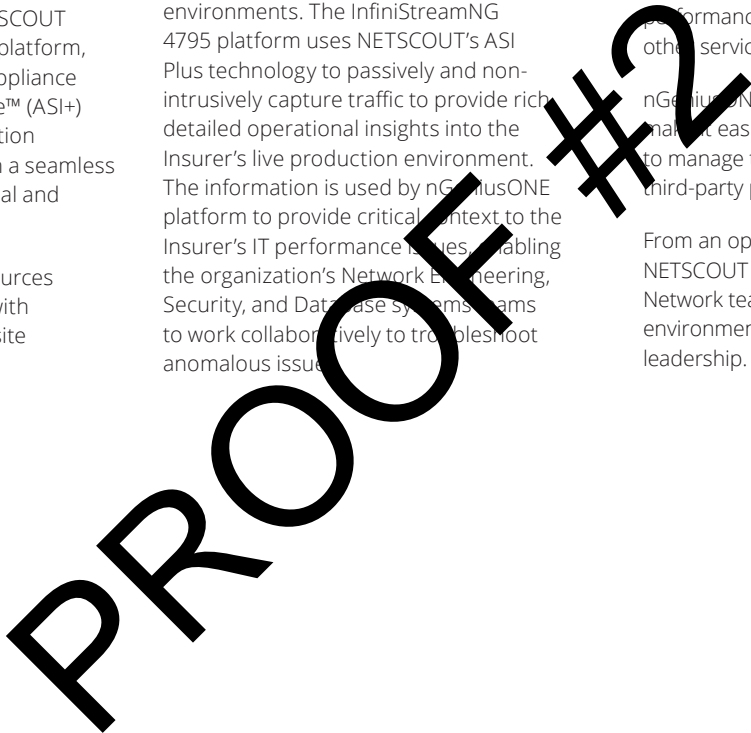
In supporting those abilities, the InfiniStreamNG platform presents real-time views of both the user and control planes with end-to-end visibility across the Insurer's physical and virtual network environments. The InfiniStreamNG 4795 platform uses NETSCOUT's ASI Plus technology to passively and non-intrusively capture traffic to provide rich, detailed operational insights into the Insurer's live production environment. The information is used by nGeniusONE platform to provide critical context to the Insurer's IT performance issues, enabling the organization's Network Engineering, Security, and Database Systems teams to work collaboratively to troubleshoot anomalous issues.

### Business Value

Of primary value, the NETSCOUT solution is helping the IT staff at the Insurer to provide a high-quality user experience to those coming to their portal. Beyond internal organizational concerns, any Web portal performance issue could result in reduced availability to injured workers needing care, their employers, and other parties required to deliver Workers Compensation case management. Sustained Web portal anomalies could also adversely impact the public image of this high-profile, State-affiliated Insurer. The NETSCOUT solution addresses these primary business concerns, providing visibility into data center network and virtual environment performance, Web portal availability, and other service issues.

nGeniusONE's intuitive troubleshooting tools make it easier for the Insurer's IT organization to manage their virtual environment and third-party platforms.

From an operational perspective, the NETSCOUT solution helps the Insurer's Network team to better report IT environment status to Business Operations leadership.



**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)

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