

# International Insurer Uses NETSCOUT to Improve Agent Productivity

## Next-Generation nGeniusONE Upgrade Solves Skype, Jabber, and Network Expansion Challenges

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### OVERVIEW

#### The Challenge

- IT needed innovative, full visibility into, and traffic management of new data center and DR environments
- Skype for Business running “live” at branch offices, reportedly suffering poor video quality experience
- Legacy PFS technology identified as EOL, unable to mitigate new network traffic issues

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#### Solution in Action

- nGeniusONE® with Unified Communications Collector
- InfiniStreamNG™ appliances
- nGenius® 5000 Series Packet Flow Switch

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#### The Results

- nGeniusONE proactively monitors multi-vendor UC&C environment, reducing supplier-related finger-pointing
  - InfiniStreamNG and PFS solution provides cost-effective, scalable product choices to dynamically manage network traffic growth
  - Insurer business benefits from improved agent performance at branch locations
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#### Customer Profile

This international Insurance Carrier's business focuses on writing personal and commercial policies, including liability, automotive, and workers compensation coverage. With hundreds of millions in income, this 100-year-old is experiencing double-digit financial growth.

The Insurer relies upon a global network of independent agents, brokers, and international partners to sell policies and support customers, using Web-based portals and a Customer Service Center to process remote business transactions.

#### The Challenge

For more than a decade, the Insurer had relied on nGenius technology to manage network performance. As the Insurer's business grew, there were accompanying network, Unified Communications & Collaboration (UC&C) performance initiatives and digital transformations that initiated the need for expansion based on innovations in the NETSCOUT® solution.

To address their substantial growth, the Insurer decided to establish a new data center which expanded their network technology operations, and turned the legacy facility into a new disaster recovery site. To gain critical visibility in their new data center, they expanded their NETSCOUT InfiniStream® appliances and configured them at these new vantage points.

At the same time, the Insurer determined that they could not rely on their third-party packet broker technology to provide needed aggregation and replication to better manage their network traffic flow. IT determined this legacy packet flow switch (PFS) technology needed to be replaced to meet their requirements.

The Insurer relies heavily on communications with branch offices, as well as with customers, agents, and adjusters through their state-of-the-art contact centers. UC&C technology challenges emerged as they deployed Microsoft Skype for Business and Cisco Jabber platforms to support agency business at branch offices. The Insurer pursued a tight schedule to introduce these new UC&C platforms.

As IT introduced these technologies, they recognized the need for next-generation service assurance technology to provide necessary visibility into, and monitoring of the “live” Skype environment. This was a priority, as branch offices reportedly experienced early video quality issues with Skype, which became mounting Executive-level frustrations. IT attempted troubleshooting with existing NetFlow-based tools, however they lacked the necessary in-depth analysis.

The success of the Insurer’s Skype and Jabber rollouts depended upon the quality of experience their agents receive from these new UC&C solutions.

### Solution in Action

In addressing these collective requirements, the Insurer selected a next-generation NETSCOUT solution based on the nGeniusONE service assurance platform, InfiniStreamNG (ISNG) appliances, and nGenius 5000 series packet flow switch.

In the UC&C environment, NETSCOUT’s approach leverages smart data generated in real-time by ISNG platforms to address the Insurer’s Skype and Jabber monitoring requirements. This is combined with nGeniusONE’s smart performance analytics to provide visibility into actual branch office voice calls, using quality of experience indicators that include volume level, speech distortion, delay, echo, and noise.

In providing a comprehensive enterprise monitoring solution beyond the Skype and Jabber platforms, nGeniusONE enables IT

to proactively troubleshoot and triage user issues and complaints, employing real-time views of business-critical applications running across the network.

In helping to reconcile network performance issues, the nGenius 5000 series packet flow switch platform represents a significant upgrade over the Insurer’s legacy PFS technology. The nGenius 5000 series packet flow switch provides superior packet deduplication, offers an easier-to-use management interface, and delivers functionality that enables the Insurer to introduce necessary packet broker features without the need to install additional packet blades at additional license fees. The nGenius 5000 series packet flow switch provides core network packet broker features, which includes filtering, load balancing, replication, and aggregation. In addition, the nGenius 5000 series packet flow switch connects to ISNG to allow the Insurer and easily manage their diverse and complex monitoring network.

### The Results

In considering both the long-time business partnership shared with this customer and their immediate network and UC&C performance concerns, this insurer immediately turned to NETSCOUT to provide an innovative deployment model to address their growth and visibility needs. NETSCOUT demonstrated how nGeniusONE, ISNG, and nGenius 5000 series packet flow switch would address the most pressing issues that could potentially impact the business operations.

In turning to NETSCOUT to provide a single-vendor, technology-agnostic approach to solving enterprise performance issues, the Insurer can reduce OpEX, increase departmental cross-collaboration, and reduce the number of silo-specific tools to maximize IT efficiency. nGeniusONE offers reduced CapEx by monitoring voice, video, and data applications with a single solution, with the Insurer seeing future utilization by their Applications and Virtual Cloud teams.

In providing further financial advantages, the nGenius 5000 series packet flow switch platform offers the Insurer reduced total cost of ownership – precluding the “added features, added pricing” model positioned in alternate solution approaches.

Perhaps most importantly, the Insurer’s business infrastructure is optimized to provide remote agent productivity required to increase future financial growth.

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For more information about NETSCOUT solutions, visit <https://www.netscout.com/solutions/unified-communications-monitoring>

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**Corporate Headquarters**  
 NETSCOUT Systems, Inc.  
 Westford, MA 01886-4105  
 Phone: +1 978-614-4000  
[www.netscout.com](http://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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