

BPP Manages Client Digital Transformation Services with NETSCOUT

Managed Service Expansion and Improved Customer Satisfaction Assured with nGeniusONE

OVERVIEW

The Challenge

- Improve managed service quality across multiple data centers for global customers
- SLA compliance needs for service delivery, cost containment
- Expand data center operations to support new business

The Solution

- nGeniusONE® Service Assurance platform with UC smart analytics
- InfiniStream® and InfiniStreamNG™ appliances
- vSTREAM™ virtual appliance
- nGenius® packet flow switches appliances
- NETSCOUT® Remote Support Engineer services

The Results

- Improved end-user experience at client locations
- IT efficiencies and technology consolidation reduce OpEx
- Enhanced data center operations and security for clients



Customer Profile

The leading Business Process Provider (BPP) provides digital transformation solutions to diverse commercial and government customers across the globe that enable these clients to run their organizations with agility and cost-effectiveness.

The BPP's expanding portfolio includes hybrid infrastructure, big data, application management, Cloud, and cybersecurity solutions. In maintaining their market position, and with more than \$10 billion in annual revenues, this BPP operates numerous data centers and provides technical expertise to their clients as they digitally transform their business models.

The Challenge

The Information technology (IT) team based at a primary data center is tasked with managing service delivery for numerous clients in accordance with contracted Service Level Agreements (SLAs). Thanks in part to IT's high performance, the BPP has successfully grown their North American business base.

In servicing one contract, IT encountered issues with a legacy network monitoring tool that was unable to detect or alert on network performance problems. For large-scale BPPs like this one, such service assurance issues can imperil IT's ability to deliver contracted services in accordance with SLAs, with these scenarios sometimes resulting in IT overspending in attempts to resolve issues or, worse, face thousands of dollars in performance penalties.

With the BPP's business plan calling for growth that would likely involve opening new data centers to deliver increasingly diverse digital transformation solutions for clients, IT needed a solution to detect and alert on network performance problems, as well as application-specific business service and Unified Communications issues.

