

Carrier Reduce Network Outages and Saves Brand Reputation

The Opportunity

A large international Carrier Service Provider (CSP) experienced five massive outages over a five-month interval. The outcome? Great media backlash as well as loss of customers to other competitors in the region. How will this CSP address the underlining problems of losing brand value, decreased customer confidence, and being future ready for the next generation of networks?

"With the rapid adoption of smartphones and tablets, the wireless industry has had to deal with an explosion of demand. As a result, they've had to focus their energy on building out capacity at an incredibly fast pace."

– Allie Winter, Virtualizing the Wireless Network, a Win, Win proposition, News Technology Reporter.

The Details

Budget cuts are inevitable; two years of limited funding prevented this CSP from making improvements to existing systems.

Platform Limitation – system capacity was constricted due to exponential traffic growth. The team consulted with multiple vendors to determine a path forward for a virtual platform. NETSCOUT® delivered a winning combination with its InfiniStreamNG™ Software Platform and Big Data Analytics.

Future-Ready Solution – for this CSP, the InfiniStreamNG software platform provided complete end-to-end visibility across their network (virtual and hybrid), and the nGenius® Business Analytics solution delivered contextual analysis to aid in planning and troubleshooting while providing deeper insights into network data. In addition, understanding the complexity ahead with migrating to a next generation platform, NETSCOUT also provided a

top-notch migration plan that was favored to reduce CAPEX by 50% vs ripping and replacing the existing operating systems.

The Results

NETSCOUT's InfiniStreamNG Provided:

- A quick solution to eliminate outages
- A system migration and upgrade plan
- A future-ready platform solution
- A reduction in CAPEX



WITH NETSCOUT'S SOLUTION, THIS CSP REDUCED THE NUMBER OF HIGH PROFILE NATIONAL OUTAGES FROM 5 TO 0

CONTACT
AN EXPERT



To learn more about the InfiniStreamNG software solutions and how to make your network future ready.



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