

PeerStory: NETSCOUT nGeniusONE

NETSCOUT

This PeerStory is a collection of quotes from a real user who shared his experience using NETSCOUT nGeniusONE on IT Central Station.



Anand T.

Senior Manager at a comms service provider with 1,001-5,000 employees



USE CASE

We're in the support side of the house, doing operations. We're using the tool to monitor our LTE and 3G core networks, as well as our 5G connection.

It makes our workflow a lot easier, being able to very quickly - in near real-time - trace things for our customers when they report issues. It helps us get to root cause quickly. A lot of the issues that we face are interlocation between different vendors. This helps us capture that data and provide it to both vendors, as well as analyze it, ourselves, against the specs. It has cut our overall troubleshooting time. **These vendor interlocation situations have gone from a couple of weeks to a couple of days.**



The solution has helped us retain more of our customers.

RESULTS

The solution is very helpful. We're in the wireless space and it does help us with our deployments, especially when we launch new services. **We have a lot better visibility.**

We have seen a measurable decrease in mean time to know and mean time to repair. I would estimate it at about 20 percent, overall.

I would rate the solution a ten out of ten. It does what it needs to do, and it works really well at that functionality.



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VALUABLE FEATURES

The fact that it's able to capture and store packets from the wires is very useful for troubleshooting with our vendors, when issues do come up. It's valuable that we have that overall data for them.

It's very stable. It's very rare that there are any issues that are attributable to the NETSCOUT product.

My impressions of the scalability of the solution are positive. We've grown greatly as a company, and it's kept up with our needs.

The technical support is very good. Our support engineers from NETSCOUT have been very easy to work with, and always very helpful.

ROI

We've seen return on investment. It's helped us, just from a customer satisfaction point of view. Fixing customer issues faster translates to better retention. Overall, the solution has helped us retain more of our customers.

It shows its value in the reliability of the solution, the support that we get from NETSCOUT. It's been able to keep its value, even in the face of the cheaper competition.

It's a very good, stable solution. The people behind this know LTE very well, they know how the data flows and what we're looking at. The product, as a whole, works very well for the wireless carrier.

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