

# 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.



## Derrick O.

Technical Lead at a transportation company with 1,001-5,000 employees



## USE CASE

Troubleshooting is our primary use case for the solution. **It helps us get to root cause quickly.**

For example, troubleshooting an application issue without the tool would mean we wouldn't have the collection of data to go through to figure out what the problem is.

Now that we have X number of hours, maybe even days of data, depending on what we're actually watching, we can look at the data. It's possible that somebody's having an application issue and they come to us figure out what the problem is and we can help them solve their issue a little faster.



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## RESULTS

**We get increased visibility from nGenius while conducting an IT deployment.** If the deployment has issues then we can always go back, look at the logs, and figure out what may be happening.

A lot of times people blame the network, and since I'm responsible for the network, people call me. Through troubleshooting using the tool, I verify that it's not our issue, and I also use the tool to help figure out what the issue really is.

**We have seen a measurable decrease in mean time to know and mean time to repair.** It's a little hard to say how much because it depends on what you're troubleshooting, but I would estimate it at 25 percent, or even less, of what it would normally be. And our overall troubleshooting time, in most cases, is down to a day, as opposed to multiple days. Without the data, it's almost impossible to figure out what the problem may have been.

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## VALUABLE FEATURES

The packet capture is the most valuable feature for us. It gathers data from the device. In case somebody has a problem, I can go back X amount of time - days, hours - and get the data to do real troubleshooting.

It's very stable and the technical support is very good.

## ROI

I don't see the numbers, because I'm a technical guy. But I would imagine there is a return on investment because we're fixing these applications faster, causing less of an outage. I would say we're actually saving money, or at least not losing as much money when these applications are down. It's a big help there.

The product has a lot of capabilities and we're just using a small fraction of it. So, right now, I would call the solution a nine out of ten, because we only use a small portion of it. But for what we do, it helps us out tremendously.

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