NETSCOUT

Service Assurance in County Government

Our Solutions

NETSCOUT® Service Assurance solutions are used today to help Counties successfully deploy and securely manage digital transformation projects, whether based on wired, wireless, cloud, or virtual network services and infrastructure elements.

In providing service assurance solutions required for both digital initiatives and ongoing County Government service delivery operations, the NETSCOUT nGeniusONE® Service Assurance platform enables IT teams to adopt a services-oriented approach toward ensuring critical municipal and business services (reliant on network, voice, video, email, mobile, and cloud platforms) are both available and performing at high levels.

The nGeniusONE solution helps unite network, application, and UC&C technology IT owners by providing one vendor-agnostic performance analytics platform that leverages our smart data. County Government agencies use NETSCOUT solutions to tackle the IT challenges detailed in the subsections that follow.

County Government organizations are embracing "digital transformation" initiatives in response to a combination of inconsistent funding, staffing shortfalls, and increased citizen expectations regarding modern-day delivery of their government services.

Meeting the goals and objectives of these new digital initiatives as they relate to the County's citizens and employees is imperative for any County IT team. That means successfully piloting the new project, ensuring availability and responsiveness, as well as providing ongoing service assurance once the systems are in production. Otherwise, initially enthusiastic users (e.g., residents, business owners, county employees) may become discouraged when County Government websites experience errors, or updated Contact Centers cannot be quickly engaged, or Cloud-based applications are underperforming and unsecured.

At the same time, IT teams require service assurance solutions to safeguard the day-to-day delivery of ongoing County Government services, including managing network, application, and Unified Communications & Collaboration (UC&C) technologies supporting first responders, court systems, and health & human services.

Our Approach

NETSCOUT's service assurance and cybersecurity technology equips County IT teams with the solutions necessary to successfully implement and operate digital transformation initiatives that benefit both local government and its citizens.

With NETSCOUT's patented Adaptive Service Intelligence™ (ASI) technology transforming network packet data into "smart data" in real time, our solutions help County Government digital transformation services succeed by ensuring security, managing risk, facilitating superior decision making, and driving service performance through end-to-end visibility and superior performance analytics.

Cloud Migration Support

For County IT teams prioritizing "Cloud-first" initiatives to take advantage of associated service delivery efficiencies and OpEx and CapEx reductions, nGeniusONE delivers necessary visibility into multi-cloud environments, also providing IT teams with key performance indicators (KPIs) quantifying cloud service delivery quality.

NETSCOUT's approach also factors vSTREAM™ virtual appliances that offer pervasive visibility of traffic flows and application workloads in data center and hybrid cloud environments. As the foundation for end-to-end service assurance, including application and network assurance, NETSCOUT's solution provides IT organizations visibility and control of hybrid cloud environments. With NETSCOUT, County IT teams can also

cost-effectively monitor and assure cloud projects before, during, and after migration, regardless of cloud strategy (e.g., private, public, or multi-cloud) or vendor technology (e.g., AWS, Azure, or Google Cloud).

In complementing the nGeniusONE platform, the nGeniusPULSE solution monitors access to applications and services from remote government business locations using automated, continuous synthetic testing, while correlating service delivery with network infrastructure health.

Contact Center Transformation Support

With County Contact Centers transforming to factor consolidation or service expansions, thinly staffed County IT teams benefit from the nGeniusONE solution's ability to analyze network traffic in real-time and generate highly scalable metadata that provides a comprehensive view of service, network, application, server, voice, and video performance across a County's multi-tier, multi-domain service delivery environment.

In addition, NETSCOUT's nGenius Packet Flow Switch technology delivers complete network visibility, while simplifying and streamlining Contact Center monitoring architecture and reducing risk to the network.

Cybersecurity Support

With many Counties prioritizing cybersecurity projects, government agencies must have real-time, accurate insights into their IT security postures to enable swift and effective responses to cyber threats. The nGeniusONE solution provides visibility into potential service performance problems, enabling IT teams to proactively triage outages or degradations before they impact users, accelerate security forensics activities, and rapidly respond to problems.

In addition, Arbor Networks, the decurity division of NETSCOUT, provides cybersecurity solutions that complement NETSCOUT's Service Assurance portfolio, including:

- Arbor Edge Defense (AED) - A DDoS protection solution for cybersecurity teams that acts as first- and last-tine defense for the organization.
- Arbor Cloud DDoS Protection for Enterprise - Combines on-premise AED DDoS defense with global cloud-based traffic scrubbing services for best of breed, hybrid, DDoS attack protection.
- Arbor Threat Analytics (ATA) - An enterprise-wide network threat and risk investigation solution that helps reduce the impact of cyberthreats on the business.
- Arbor Networks Spectrum™ - When combined with NETSCOUT ISNG software and hardware appliances, Spectrum provides a high-performance network threat analytics platform that helps IT reduce the "time to know" critical threats are already inside the organization.

Shared Services Support

County Governments are prioritizing shared services between neighboring counties and cities to increase efficiency, reduce costs, and, at times, generate needed revenue via service delivery to other agencies. However, such shared services are often accompanied by service level agreements that require the need to assure network, application, UC&C, cloud, and virtual performance elements. For those reasons, County IT teams operating multi-tier service delivery architectures for shared services initiatives benefit from nGeniusONE's ability to leverage key data points from the network, application, server, database, and devices to provide service-oriented analysis. In this manner, nGeniusONE offers service delivery views and service dependency maps for necessary visibility across the entire service delivery fabric, enabling all branches of IT to ensure high-quality performance. When needed, nGeniusPULSE will add infrastructure health monitoring.

Web and Mobile Application Support

Current-day eGovernment initiatives prioritize the use of Web-based and mobile application resources to help IT teams to more efficiently deliver County services, including public safety, court & legal systems, and tax processing functions. On-line Web performance expectations are high for citizens researching property deeds or court information for jury service. For such County Government applications, the nGeniusONE solution provides a comprehensive view of service performance across complex multi-tier, multi- vendor, and multi-location environments. In providing County agencies with a single real-time analytics platform for assuring delivery of Web-based and mobile application services, nGeniusONE provides real-time analysis for visibility of all HTTP and HTTPS traffic flows, removing the need for IT to rely on server agents or vendor-specific technology.

Our Value to County Government

NETSCOUT Service Assurance solutions enable County Government IT organizations to:

- Work more efficiently in viewing service performance and troubleshooting associated issues, using a single nGeniusONE-based platform for network, application, and UC&C service assurance.
- Reduce mean-time-to-repair by pinpointing the source of slow-downs in County services that impact employee productivity and/or residents' ability to access benefits.
- Ensure efficient County resident interactions with Contact Centers, including cloud, Web, and mobile application layers.
- Save time by eliminating finger pointing between County IT project stakeholders and third-party vendors.

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