nGeniusONE Service Assurance Platform

Today, more than ever before, IT organizations need visibility throughout their complex, global enterprise that is delivering a constant stream of information and communications for customers, employees and partners. Technology advancements continue unabated into Unified Communications & Collaboration (UC&C), Network Functions Virtualization (NFV), Software Defined Networking (SDN), Virtualization, Cloud, Mobility, SD-WAN, Web, and the evolving Internet. Any disruption in that flow can mean lost customers, missed revenue opportunities, higher costs and lower employee productivity.

When slowdowns and outages occur, traffic flows through the network provide valuable insight into this fully connected world, enabling holistic service assurance and triaging capabilities. NETSCOUT harnesses traffic flow information to proactively monitor and manage these inherent complexities in a cost-effective manner, delivering dramatic CapEx and OpEx reductions and ensuring high quality end-user experience.

Our Approach

NETSCOUT’s approach to service assurance is built on a foundation of Smart Data and Smarter Analytics. Based on packet data, NETSCOUT’s patented Adaptive Service Intelligence™ (ASI) technology provides the most robust data source available to ensure that high quality services are delivered to the business by measuring the actual transactions and dependencies of the service. NETSCOUT analytics are the industry leading standard for scalability and ease-of-use, enabling proactive service triage. Leveraging ASI, the nGeniusONE™ Service Assurance platform delivers unmatched capabilities that ensure the reliable and uninterrupted delivery of business services.

The benefit of this approach is that ASI technology, NETSCOUT’s patented state-of-the-art Deep Packet Inspection engine, gets the right information to the right person at the right time delivering the fastest MTTR. Logical, intuitive workflows have been developed with data reduction in mind to reduce the amount of data and statistics found in high volume, globally distributed, complex IP networks down to the rich, actionable intelligence generated from ASI metadata. By minimizing the amount of noise and maximizing the essential information, IT organizations have greater effectiveness in troubleshooting complex service-impacting issues with the NETSCOUT solutions.

96% of IT leaders surveyed say their IT function’s performance has a direct impact on their firm’s business results*

Our Solution

The nGeniusONE platform provides unmatched visibility into IP-based business services along with contextual workflows to speed problem resolution that is both easy for a Level 1 responder to use and powerful for an expert to operate. Rather than look at individual elements in isolation, nGeniusONE provides an overarching view into the performance characteristics of the components associated with service delivery. This exposes underlying service dependencies that help IT operations to more effectively manage health, availability and user experience issues, while improving the teams’ ability to proactively identify and triage the root cause of performance issues.

The nGeniusONE platform is powered by ASI, which generates Key Performance Indicators (KPIs), Key Traffic Indicators (KTIs), Key Server Indicators (KSIs), and Key Error Indicators (KEIs), and provides support for the protocols that application services depend upon.
Figure 1: nGeniusONE with ASI technology understands both the business services and infrastructure enablers in the network to deliver real-time and actionable insights into service performance problems. This results in accelerated root cause analytics, rapid restoration of service levels and helps prevent service problems.

Providing analysis of thousands of voice, video and data applications, and scalable to support 100Gbps speeds, ASI and the nGeniusONE platform are designed for use in both physical and virtual environments in the world’s largest and most demanding enterprise and service provider networks.

**nGeniusONE platform with ASI technology supports over 1,000 voice, video and data applications**

**Our Value**

The nGeniusONE Service Assurance platform is designed to respond to service disruptions with a combination of powerful capabilities that encompass three strategic areas for service assurance in today’s global enterprises – service triage, advanced network and application performance management, and advanced packet analysis.

- Rapid triage and faster MTTR for issues impacting business services
- Improve User Quality of Experience
- Visibility into network, application, voice, and video services from a single pane of glass
- Rapidly restore service levels for critical voice, video and data services
- Lower CapEx and OpEx
- Comprehensive end-to-end visibility across virtualized, private, public, and hybrid-cloud environments
- Scalability for today and the future

The nGeniusONE platform enables IT staff to rapidly and proactively triage application and service delivery issues so the employees and customers are able to conduct business without disruptions.

*Argyle Executive Forum January 2019 study on “CIO Insights on IT Management”*