

nGeniusONE Service Assurance for the Pharmaceutical Industry

The financial health of today's pharmaceutical companies relies in part on their abilities to maintain the safety of intellectual property (IP), comply with government regulations specifying research and manufacturing processes, and preserve brand integrity. But pharma companies cannot succeed in these corporate endeavors without their information technology (IT) teams taking on associated digital transformation projects that help accelerate research & development (R&D) and clinical testing activities, automate manufacturing processes, protect sensitive trial information, and improve sales & marketing efficiency.

For these occasionally resource-constrained IT teams, these digital transformation challenges are happening at the very time these teams are working to assure the performance and integrity of ongoing business technology needs associated with data center transformation, network upgrades, application roll-outs, and workload migrations – be they for research, clinical trials, or customer resource management; off the shelf, custom, or software-as-a-service (SaaS).

With these projects involving numerous vendors and technology silos, IT teams need a service assurance solution equipped to

tackle the strategic and tactical challenges facing their pharma organizations, including R&D, sales & marketing, and manufacturing operations.

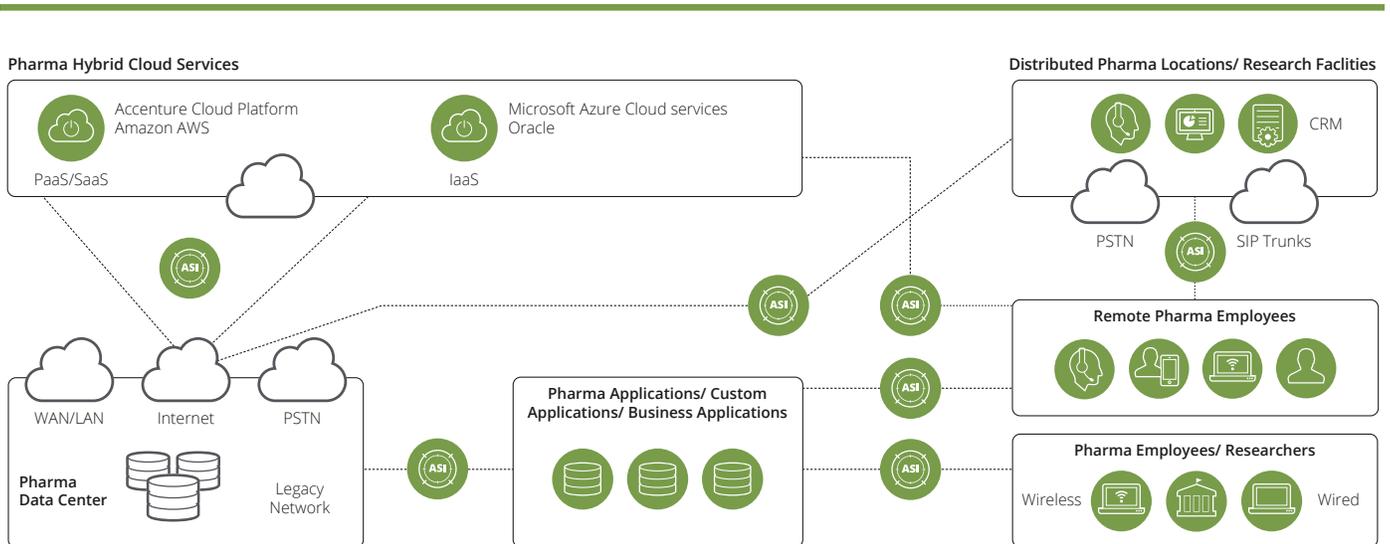
Pharmaceutical Performance Issues Solved by nGeniusONE

The NETSCOUT® nGeniusONE® Service Assurance platform delivers end-to-end visibility required to successfully implement and manage pharma digital transformation initiatives, including hybrid cloud, Unified Communications & Collaboration (UC&C), wired/wireless/virtualized networks, and application performance. NETSCOUT empowers pharma IT organizations to achieve peak operating efficiencies, protect user experience, consistent and reliable service levels by predicting and preventing performance issues, and simplify the management of complex, high-performance environments.

In assuring pharma businesses against a variety of disruptions in their digital services (whether in availability, performance, or security), nGeniusONE performance analytics leverage NETSCOUT's smart data technology to help transform IT's approach toward planning, testing, integrating, deploying, and

delivering services. nGeniusONE provides service assurance solutions that address wide-ranging IT performance management concerns, including:

- Application Performance Management:** Provides out-of-the-box support for 1,000 business data, voice, video, mobile, and Web-based applications, with the solution also monitoring custom application performance and common platform protocols, (e.g., DNS, DHCP, etc.).
- Network Performance Management:** Enables network-wide capacity planning and service availability management with customizable reporting, enabling IT to prepare for data center expansions and transformations, network upgrades, and cloud migrations, as well supporting ongoing network operations requirements.
- Hybrid Cloud Visibility and Monitoring:** Provides visibility into hybrid Cloud-based business services and contextual workflows needed to speed problem resolution. When leveraging NETSCOUT's vSTREAM™ virtual appliances, nGeniusONE provides deeper visibility into the interactions of the many components of modern applications running in hybrid cloud deployments and on VMware virtual platforms.



nGeniusONE Platform Offers Seamless Top-Down Workflows

nGeniusONE leverages patented NETSCOUT Adaptive Service Intelligence™ (ASI) technology that generates smart data via continuous monitoring of the service delivery environment in order to provide smart analytics to identify performance issues and security threats impacting pharma services.

nGeniusONE improves IT's ability to deliver high-quality, consistent user experience for pharma services by providing the following key analysis layers:

- **Service Dashboard:** Monitors real-time status and conditions of application and network services and service domains, and optionally drills into troubleshooting tools.
- **Service Monitors:** Business- and protocol-specific monitors allowing IT to analyze relevant metrics to triage application, server, and network performance degradation affecting end-user experience.
- **Service Dependency Mapping:** Provides visibility into all dependencies among various components that deliver a broad spectrum of pharma technology services. The Service Dependency Map enables IT teams to analyze the service delivery environment and discover the client/server relationships and messaging performance.
- **Session Analysis:** Provides contextual session-level analysis, ladder diagrams, and hop-by-hop transaction analysis to help identify specific issues.
- **Packet Analysis:** Enables IT teams to perform deep-dive, protocol-level analysis and forensic evidence collection of pharma applications and services.

A majority of performance issues can be efficiently triaged by using the Dashboard and the Service Monitor screens alone. However, should deep-dive troubleshooting be needed, pharma IT teams can contextually drill down to the session and packet analysis layers.

Benefits of the nGeniusONE Solution for Pharma Organizations

- **Allows IT teams to “Do more with less”:** Provides IT with quantifiable mean-time-to-repair reductions and improves team collaboration necessary to enhance efficiencies in pharma organizations with finite staffing profiles.
- **Addresses compliance concerns:** Provides reporting and packet-based forensics evidence required for R&D and manufacturing compliance management, with NETSCOUT smart data assisting ongoing data governance activities. Additionally, a dedicated nGeniusONE HL7 Service Monitor allows pharma IT teams to track the HL7 standard protocol used for communications interoperability between pharma apps like Laboratory Information Systems and healthcare information systems (e.g., Electronic Medical Records, Electronic Health Record, and e-prescription services), which also eases evidentiary compliance.
- **Assures Cloud Migration success:** Provides necessary capacity planning and enables IT to establish cost-effective and pervasive visibility across hybrid cloud environments, quickly identify root cause and repair service issues, optimize service performance, and minimize cost.

- **Assures data center expansions/migrations:** Provides necessary “before, during, and after” views of data center performance to ensure business services are not adversely impacted.
- **Improves security and availability:** Leverages smart data generated from continuously monitoring the service delivery environment to fuel nGeniusONE smart analytics for identifying performance issues and security threats in pharma networks.
- **Enhances downtime prevention measures:** Continuously monitors network, applications, and UC&C platforms to reduce downtime by providing a proactive service assurance approach for pharma business services.
- **Improves visibility into network and pharma business performance:** Provides single-pane-of-glass views into pharma business services, ranging from R&D and Testing activities and onto Manufacturing.

LEARN MORE

For more information about NETSCOUT solutions for Digital Transformation in the Pharmaceutical Industry, please visit:

<https://www.netscout.com/solutions/digital-transformation-pharmaceutical>

NETSCOUT

Corporate Headquarters
NETSCOUT Systems, Inc.
Westford, MA 01886-4105
Phone: +1 978-614-4000
www.netscout.com

Sales Information
Toll Free US: 800-309-4804
(International numbers below)

Product Support
Toll Free US: 888-357-7667
(International numbers below)

NETSCOUT offers sales, support, and services in over 32 countries. Global addresses, and international numbers are listed on the NETSCOUT website at: www.netscout.com/company/contact-us