

BPP Manages Client Digital Transformation Services with NETSCOUT

Managed Service Expansion and Improved Customer Satisfaction Assured with nGeniusONE

OVERVIEW

The Challenge

- Improve managed service quality across multiple data centers for global customers
- SLA compliance needs for service delivery, cost containment
- Expand data center operations to support new business

The Solution

- nGeniusONE® Service Assurance platform with UC smart analytics
- InfiniStream® and InfiniStreamNG™ appliances
- vSTREAM™ virtual appliance
- nGenius® packet flow switch appliances
- NETSCOUT® Remote Support Engineer services

The Results

- Improved end-user experience at client locations
- IT efficiencies and technology consolidation reduce OpEx
- Enhanced data center operations and security for clients



Customer Profile

This leading Business Process Provider (BPP) provides digital transformation solutions to diverse commercial and government customers across the globe that enable these clients to run their organizations with agility and cost-effectiveness.

The BPP's expanding portfolio includes hybrid infrastructure, big data, application management, Cloud, and cybersecurity solutions. In maintaining their market position, and with more than \$10 billion in annual revenues, this BPP operates numerous data centers and provides technical expertise to their clients as they digitally transform their business models.

The Challenge

The Information technology (IT) team based at a primary data center is tasked with managing service delivery for numerous clients in accordance with contracted Service Level Agreements (SLAs). Thanks in part to IT's high performance, the BPP has successfully grown their North American business base.

In servicing one contract, IT encountered issues with a legacy network monitoring tool that was unable to detect or alert on network performance problems. For large-scale BPPs like this one, such service assurance anomalies can imperil IT's ability to deliver contracted services in accordance with SLAs, with these scenarios sometimes resulting in IT overspending in attempts to resolve issues or, worse, face thousands of dollars in performance penalties.

With the BPP's business plan calling for growth that would likely involve opening new data centers to deliver increasingly diverse digital transformation solutions for clients, IT needed a solution to detect and alert on network performance problems, as well as application-specific business service and Unified Communications (UC) issues.

Solution in Action

The IT team realized they need a strategic partner more than a mere technology provider to meet their overarching data center operations goals; an organization with the experience necessary to provide recommended-practices guidance on how best to deploy Service Assurance technologies across multiple data centers that makes business and economic sense to the BPP's bottom line.

After experiencing success with nGenius 3900 series packet flow switch appliances running in multiple data centers, as well as the superior nGeniusONE performance realized by IT in a primary data center, the BPP is now standardizing their network monitoring solution on NETSCOUT Service Assurance technology. As part of their standard data center builds supporting North American clients, the BPP is deploying an nGeniusONE platform leveraging "smart data" generated by patented Adaptive Service Intelligence™ (ASI) technology in NETSCOUT's InfiniStreamNG (ISNG) appliances. The BPP also uses the NETSCOUT vSTREAM virtual appliance to complement existing ASI-based ISNG platforms to provide the same level of visibility within virtualized and Cloud infrastructures that is already possible in physical environments.

The BPP's standard data center environment also includes nGenius packet flow switches that optimize the flow of packets from the BPP's network to both the ISNG appliances and their third-party security systems. The BPP's network is now protected in the event of power loss or tool failure, with NETSCOUT technology providing key packet flow management functions, including speed conversion, aggregation, and load balancing.

IT staff efforts for supporting their multiple data centers is complemented by a NETSCOUT Remote Support Engineer (RSE) providing recommended-practices guidance for optimizing their nGeniusONE system and gaining the best insights into their applications, UC, and security requirements. As new data centers are brought online, the RSE serves an extended IT staff member by providing nGenius technology deployment expertise.

The Results

The BPP is improving business value to clients by providing increasingly reliable digital transformation services to enterprise end-users. The BPP now monitors true user experience for all managed service clients, transitioning to a proactive service assurance profile to better monitor business services reliant on high-performing network, application, and UC technologies.

With their improved network monitoring approach, the BPP is successfully supporting current contracts and attracting new North America business, which validates the organizational need for expanded data center operations.

The BPP business is realizing OpEx reductions necessary to maintain healthy operating margins, with user-friendly nGeniusONE Service Dashboard and Service Monitor views enabling the transitioning of tactical proactive monitoring, troubleshooting, and mean-time-to-reduction activities to less-senior IT resources. This allows senior-level IT resources to instead focus on strategic business issues that support managed service operations growth and effectiveness. With nGeniusONE, IT has also transitioned from resource-intensive "War Room" environments to more effective "Situation Rooms," which resolve performance issues in reduced MTTR and involve fewer IT resources.

The BPP also realizes lower vendor management support costs by standardizing on NETSCOUT, with the introduction of nGeniusONE and nGenius packet flow switch technology effectively replacing solutions from several different vendors. Further, by improving their ability to comply with customer SLAs with NETSCOUT, the BPP avoids the onus of paying back penalty dollars to their clients.

With their business success with NETSCOUT in mind, the BPP is moving ahead with plans to open additional North American data centers to manage expanding digital transformation services for new and existing customers.

LEARN MORE

For more information about NETSCOUT's Reinventing Network Service Assurance for the Digital Era solutions, please visit

<https://www.netscout.com/solutions/service-assurance>.



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