

Visibility to Third-Party Application Performance Eliminates Contractual Dispute

The Opportunity

A North American broadband communications and video services provider was caught off guard by a sudden increase in customer care center calls reporting unacceptable lags in email access. As the provider had outsourced email services to a third-party vendor, they lacked the visibility to proactively identify service degradation and were unable to effectively investigate and troubleshoot the reported issues.

The email solution vendor claimed that transaction volumes had exceeded contractual obligations and additional budget would be needed for more servers to handle the traffic volume and restore the customer experience.

The Details

With the help of NETSCOUT® Service and Delivery team, the service provider extended the reach of the deployed nGeniusONE® platform to include the email solution.

- Application profiles were set up within minutes to verify traffic ingestion.
- Session level KPIs based on IMAP and POP protocols facilitated outage investigation.

By enabling application configuration profiles the service provider gained visibility to the third-party application through meaningful dashboards and actionable service degradation alerts. In addition, forensic data analysis enabled isolation of root cause, expediting Mean Time to Repair (MTTR) efforts.

The Results

With application visibility implemented the service provider used the Service Monitor to investigate the reported latencies.

- Using nGeniusONE, the service provider noted an increase in multiple TCP DUPLICATE ACKS occurring in conjunction with a reduction in client retransmissions immediately following a routine software change made by the vendor.
- The service provider documented accurate volumetric data and held the vendor accountable for the latency in service access experienced by its customers.
- The incorporation of a KPI framework improved the service provider's negotiation position during contract renewal.

AVOID UNNECESSARY EXPENSES WITH ACCURATE INVESTIGATION & DOCUMENTATION OF SERVICE DEGRADATION



INJECT KPI-BASED THRESHOLDS INTO CONTRACT NEGOTIATIONS & RENEWAL TERMS

CONTACT
AN EXPERT



To learn how NETSCOUT's nGeniusONE solution can be configured to monitor third-party software and applications running on your network.



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)

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