



Fortify Your Team With Just-in-Time Expertise and Guidance

The Opportunity

For carrier service providers, responding to the global pandemic is putting significant strain on network operations teams tasked with managing the network in crisis. As new problems arise, the increasing workload and inevitable shift to remote work is creating significant knowledge and collaboration gaps.

Overburdened and inexperienced personnel will rely on the following.

- **Quick detection** of current and imminent service issues and hotspots
- **Easy identification** of areas of degraded performance
- **Step-by-step** resolution guidance

The Details

Engagement with nGenius® Visibility as a Service (nVaaS) program empowers carrier service provider teams with just-in-time assistance for pandemic response.

- Create custom reports (customer experience and executive-level) to monitor network health during periods of uncertainty.
- Monitor real-time dashboards and alarms for essential partners, customers, elements, applications, and services.
- Access industry best practices for individual user troubleshooting.
- Implement training on client issues and workflows.

The Results

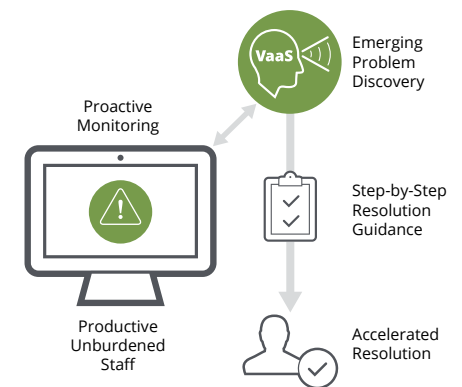
Improve the ROI on your deployed NETSCOUT® solution with an nGenius VaaS engagement.

- Detect, identify and resolve issues.
- Maintain/increase customer loyalty / Net Promoter Score (NPS).
- Empower existing workforce.

Our Promise

At NETSCOUT we view our customer relationships as long-term partnerships. We are here to help in this rapidly changing environment. Learn more at:

www.netscout.com/business-continuity-csp



REDUCE RESOLUTION TIMES AND PROTECT VALUABLE RESOURCES

nGenius Visibility as a Service delivers actionable insights to assure the performance of critical applications and the networks that support them.



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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