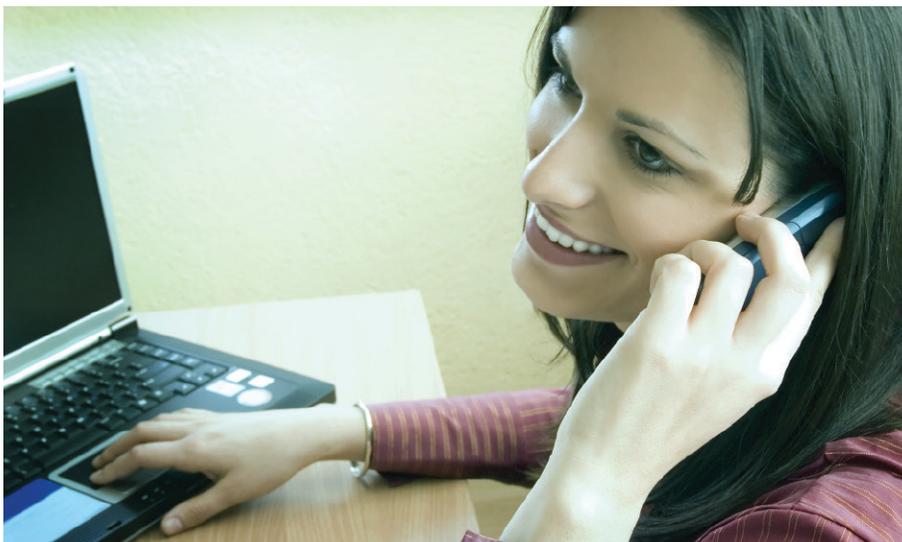


Service Assurance in the Insurance Industry



With the arrival of COVID-19, global insurance companies need to address business continuity challenges impacting how insurers, agents, and customer services are today remotely delivering services to personal and commercial clients. With some companies closing agency, branch, and call center facilities as a result of the pandemic, insurance business services are increasingly delivered remotely from home offices.

This remote business delivery transition further disrupts an industry in varying states of digital transformation adoption. In supporting both Insurance customers and their own business resources, Insurers' Information Technology (IT) teams had already been tasked with managing always-on responsiveness for a myriad of network, application, and Unified Communications & Collaboration (voice, video, messaging) platforms running across multiple data centers and next-generation platforms (cloud, virtual). Now, IT teams are also facing challenges involving increased:

- Virtual Private Network (VPN) bandwidth consumption
- Citrix virtual desktop infrastructure (VDI) usage
- Reliance on voice communications and video conferencing
- Customer use of mobile and Web applications, as well as Call Center resources
- Data breach attempts
- Regulatory compliance demands

Meanwhile, digital transformations involving migrating data center services and application workloads to multi-cloud and virtual platforms continue to require IT team focus.

Whether a customer is looking to complete a critical call for roadside assistance, requesting a quote for coverage on a new car or home, or checking on important policy coverage matters, IT teams must manage complex application environments to support the business.

Digital transformation also poses a business disruption, as insurers look to add innovative policy offerings based on deploying Internet of Things (IoT)/Insurance Technology (InsurTech) applications to measure policyholder's health (via wearable devices) or driving practices (via automobile telematics).

All the while, these collective technology advancements are occurring in a hyper-competitive Insurance environment already disrupted by business concerns (acquisitions and mergers), marketplace changes (large, Internet-based service providers), and omni-present regulatory standards – including Health Insurance Portability and Accountability Act (HIPAA), and Payment Card Industry (PCI) – with which Insurers must comply.

Our Approach

The NETSCOUT® nGeniusONE® Service Assurance platform provides continuous, real-time monitoring required for today's insurance business, leveraging NETSCOUT smart data generated in real time by our patented Adaptive Service Intelligence™ (ASI) from high-value network traffic.

Our Solutions

Insurance organizations benefit from the solutions NETSCOUT delivers to support wired, wireless, multi-cloud, and virtual network services and infrastructure elements.

Data Center Transformation Support

For Insurers managing existing data center infrastructure environments while they upgrade to new software-defined data centers or migrate some services to cloud-based or Co-Lo platforms, NETSCOUT provides targeted visibility to maintain service assurance before, during, and after these transitions.

Our InfiniStreamNG® (ISNG) software and hardware appliances provide crucial visibility into Co-Lo deployments, fueling nGeniusONE performance analytics that assure “lift and shift” migrations from on-premises Data Centers do not impact service delivery quality and end-user experience.

Our vSTREAM™ appliances provide visibility into the virtualized services at the Co-Lo, complementing the smart visibility offered by ISNG.

NETSCOUT Packet Flow Operating System (PFOS) Software and PFS appliances aggregate, replicate, distribute, and manage the flows of traffic from the network to security tools to improve performance of the downstream devices, while optimizing the flow of packets to ISNG appliances.

Unified Communications & Collaboration Support

The nGeniusONE platform provides vendor-agnostic visibility and real-time monitoring of UC&C environments supporting employee applications (e.g., Microsoft Teams, Cisco Webex and Jabber), as well as Call Center environments operating on premises or on Contact Center as a Service platforms. nGeniusONE leverages our smart data to provide advanced UC analytics to IT teams that factor voice and video applications, call center technologies, and underlying service delivery elements (e.g., SIP trunking).

Industry Compliance Support

As one of the most highly regulated industries, insurance companies must comply with a host of complex regulations. NETSCOUT delivers visibility to support insurance companies' security and compliance requirements. nGeniusONE analytics can help triage issues related to either performance degradation or security risks to quickly put the right information in the hands of the right team at the right time for further investigation and resolution or mitigation. NETSCOUT's ASI technology and ISNG platforms support extended forensic data storage to support evidentiary compliance efforts.

Multi-Cloud Transition Support

For Insurers migrating to the multi-cloud, nGeniusONE provides visibility across the entire stack (including interdependencies for the application and service delivery infrastructure), also leveraging NETSCOUT's pervasive vSTREAM virtual instrumentation for cloud environments. With NETSCOUT, IT teams can cost-effectively monitor and assure their cloud and virtual platform transformations before, during, and after migration, regardless of the strategy (e.g., private, public, or multi-cloud) or vendor technology (e.g., AWS, Microsoft Azure, Google Cloud, or VMware NSX-T).

Remote Workforce Support

NETSCOUT is helping today's IT teams manage the sustained demands in today's remote workforce environment, including providing visibility and real-time monitoring of virtual private networks, Citrix virtual desktop infrastructures, and UC&C environments (e.g., Zoom, Cisco Webex, Microsoft Teams) now used for everyday insurance business and organizational communications.

Cybersecurity Support

NETSCOUT Cybersecurity solutions complement our Service Assurance services, with our portfolio including the Arbor Edge Defense, an in-line solution for DDoS attacks that is instrumental in protecting Insurer network and services availability.

SaaS Performance Support

With so many Insurers moving applications to Software as a Service platforms, our nGenius®PULSE solution provides synthetic tests to monitor of Insurer's SaaS infrastructure (service availability of public cloud, VoIP, and networks), network infrastructure (network device availability and health), and server infrastructure (server availability and health) environments.

Our Value to Insurance Organizations

NETSCOUT Service Assurance solutions enable Insurer IT organizations to:

- Proactively manage complex UC&C systems to improve the quality of converged voice, video, and messaging, as this experience may represent the only “live” contact for the Insurer with its customers and agents.
- Ensure efficient customer interactions through Web portals, mobile applications, and other methods for quotes, rates, and claims communications.
- Maintain high availability and optimal performance of mission-critical services that are integrated with outside partners and vendors, such as CRM, Agency Management, and Help Desk solutions.
- Leverage NETSCOUT smart data and nGeniusONE performance analytics to optimize customer touch points, ease regulatory compliance, and meet Service Level Agreements.
- Implement and migrate to digital transformation initiatives with confidence.
- Provide network capacity and performance analytics to regional and remote offices for quality performance today and to plan for future needs based on past trends.

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