

Sustaining Financial Service Business Operations With NETSCOUT Visibility Without Borders

Enhancing Mobile Application Transaction Performance for National Banking Customers

OVERVIEW

The Challenge

- Visibility limitations into financial business service performance
- Expanded digital banking application monitoring requirements

The Solution

- nGeniusONE® Service Assurance platform
- NETSCOUT® Certified InfiniStreamNG® software appliances

The Results

- Enhanced business service monitoring of digital applications supported client needs
 - NetOps-led success to move up the IT stack enhanced business continuity
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Customer Profile

This Americas financial services company manages more than \$850 billion in customer assets, with 15,000+ employees supporting business transactions executed across more than 1,000 locations and a vast ATM network.

The company has addressed increased client requests for remote financial transaction options by accelerating adoption of digital banking services. In this fashion, the company has supplemented its traditional branch office and ATM locations with Web and mobile applications offering 24/7 transaction support for its commercial and personal banking customers.

The Challenge

For years, the company's information technology (IT) team had monitored the perimeter of the wide area network (WAN) and primary data center operations using NETSCOUT InfiniStream® appliances to visualize those links and nGeniusONE analytics to assess performance. With this approach, IT relied on Simple Network Management Protocol (SNMP) Management Information Base (MIB) interface statistics as the basis for monitoring performance and coordinating post-incident troubleshooting analysis.

However, the Network Operations (NetOps) team – seen as a particularly driven group within the IT organization – wanted to improve visibility into, and monitoring of, business services supporting customers' financial transactions. While the NetOps team was aware of their continued network perimeter monitoring needs, they were convinced their business service monitoring goals would only be met by deploying new data sources to provide visibility inside company data centers and into banking & internet cores.

With their visibility limitations, the NetOps team felt a sense of being “stuck in the middle” between their current-state network monitoring approach versus the real-time business service assurance advances that could be gained with additional data sources.

Solution in Action

The NetOps team met their organizational goals for improved business service visibility and monitoring by:

- Expanding nGeniusONE Service Assurance platform analytics
- Deploying software-based InfiniStreamNG (ISNG) appliances within their data center operations environment to improve visibility into the east-west network traffic flows to supplement established views along the network perimeter
- Continuing use of their already-installed NETSCOUT data sources along the network perimeter to visualize WAN performance in the context of their end-to-end service delivery environment

With this expanded visibility, the collective IT team transitioned to a proactive nGeniusONE monitoring approach that helped spotlight which company locations and business services needed monitoring to reduce degraded performance occurrences.

With nGeniusONE smart analytics, IT was able to engage in protocol analysis of network connections at headquarters, data center, branch office, and technology complex facilities to proactively assess business service performance.

IT achieved further return on investment from enhancing their NETSCOUT footprint, including the following:

- Acquired new views to assure service quality into internet banking platforms, just as they were experiencing expanded use by customers
- Improved understanding of network usage, including expanded views into how user activities consumed bandwidth
- Expanded monitoring of IT services used to assure business service quality across the company
- Extended monitoring of MIB-based interfaces from the data center network switching architecture

As a result of these advances, the IT team was able to reduce mean-time-to-repair (MTTR) efforts involved in root cause analysis of network communications incidents, while also benefiting from an improved service troubleshooting process that cut mean-time-to-knowledge (MTTK) timeframes.

The Results

With sustained financial service operations more important than ever to company success, the NetOps team’s ability to “move up the IT stack” and provide increasingly relevant analytical reporting into day-to-day financial service delivery quality helped sustain their internal reputation as an influential business organization.

For the company’s economic buyers, extending the NETSCOUT business relationship allowed them to reduce vendor churn, while expanding visibility into data center and business service operations in a cost-effective manner via the software-based ISNG smart data source approach. Getting more value from their legacy investment in nGeniusONE and InfiniStream technology was another important incentive in retaining NETSCOUT as their service assurance provider.

LEARN MORE

For more information about NETSCOUT’s retail banking solutions, visit:

<https://www.netscout.com/solutions/banking>



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