NETSCOUT

Latin American Bank Gains Network Security Assurance With NETSCOUT

Smart Data Enhances IT Efficiencies Without Adding Vendor Toolsets

OVERVIEW

The Challenge

- Existing vendor tools unable to reduce MTTR and close IT incidents

The Solution

- nGeniusONE® Service Assurance platform
- NETSCOUT® InfiniStreamNG® appliances, with Adaptive Service Intelligence™ (ASI) generated NETSCOUT smart data

The Results

- Improved post-incident troubleshooting, with NETSCOUT smart data providing a "single source of truth" for root cause analysis

Customer Profile

This Latin American retail bank is widely recognized as a digital innovation leader in the national market it serves. Nearly half of the bank's 20 million customers use digital and mobile applications for their financial transactions. The bank's adoption of artificial intelligence technology resulted in a virtual assistant that uses machine learning and voice technology to remotely address customers' account and financial transaction questions.

The bank is a long-time NETSCOUT customer, with their information technology (IT) team using the nGeniusONE Service Assurance platform and InfiniStreamNG (ISNG) data sources to visualize and monitor network performance.

The Challenge

The IT team's Network specialists were tasked with troubleshooting incidents in their environment and coordinating forensic analysis activities to identify root cause. While these Network specialists used multiple third-party vendor tools in this process, those solutions were reportedly difficult to manage and unable to address hard-to-resolve issues in the bank's infrastructure environment.

Along with wanting to address these vendor tool complexity and troubleshooting issues, the bank had outsourced some IT administration activities to a major business consulting company, whose assigned resources likewise were unable to reduce the lengthy mean-time-to-remediate (MTTR) cycles and resolve network and infrastructure incidents.

These challenges prompted IT leadership to pursue alternate solutions to address these troubleshooting issues.

Solution in Action

The bank extended its organizational commitment to NETSCOUT Service Assurance technology by expanding its nGeniusONE platform licensing and deploying additional ISNG appliances to meet the Network team's requirements for post-incident troubleshooting.

NETSCOUT's single-vendor approach allowed the bank's Network and third-party IT teams to gain visibility at additional network locations, with nGeniusONE performance analytics consuming smart data generated from that network traffic to provide forensic support required for effective post-incident troubleshooting.

The Results

As a result of their improved troubleshooting abilities, the Network team learned what their IT counterparts already knew – NETSCOUT smart data derived in real-time from the bank's wire traffic provide a constant source of truth in helping reduce MTTR.

The improved ability to resolve network issues benefited customers who had to rely on uninterrupted access to needed business transactions.

Additionally, the bank's national reputation remained highly valued, with business operations free of network incidents that would attract unwanted media coverage and damage brand value.

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For more information about NETSCOUT solutions for Assuring Availability and Performance in Retail Banking Networks, visit:

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

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