

Software Vendor Assures Performance for their Online SaaS

Using nGeniusPULSE Active Testing for both Customer & Employee Experience with SaaS applications

OVERVIEW

The Challenge

- Visibility and analysis for end-user experience was required for the cloud & web-based product distribution models
- Extend visibility and performance monitoring into their own wireless network for the business services they use from other vendors

The Solution

- nGeniusONE® Service Assurance platform
- InfiniStreamNG® software and hardware appliances
- nGenius®PULSE
- 3000 series nPoint devices

The Results

- Assured excellent customer experience using Cloud & SaaS
 - Improved IT team end-to-end visibility and reduced Mean Time to Resolution (MTTR)
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Customer Profile

This software vendor is one of the largest makers of consumer-oriented software in the world. Their applications help individuals and small business deal with the accounting and reporting requirements of modern business. They typically work with individuals and small employers designing and delivering programs that administer accounting, inventory, payroll, and tax functions.

Thousands of employees create, maintain, and market these applications, along with supporting millions of users every day. The IT team of this software vendor has undertaken a full-scale digital transformation of the business as the distribution model for its products continues to evolve.

The Challenge

The days of factories mass producing CDs for widely used software applications are quickly drawing to a close. More and more customers desire fast, safe channels online to acquire new software, or even methods of access to applications that leave the actual running of the program on compute resources to the software vendor, with appropriate billing arrangements. Businesses large and small can be run using applications which are all electronically driven via websites, mobile applications, web portals, or Software-as-a-Service (SaaS) deployments.

This software vendor's IT department tackles demands to ensure the availability and performance of their customer facing applications and services over multiple cloud types and via the world wide web. As software delivery models have evolved the software vendor is especially aware of the need to preserve brand loyalty by providing a seamless and intuitive user experience.

The IT department is also charged with maintaining reliable, 24x7 communication between the roughly 50 facilities in North America, and associated VPNs to facilitate remote workers. They had already achieved a level of expertise in performance management, monitoring, analyzing, and troubleshooting the major data center and offices of the company using the NETSCOUT® nGeniusONE Service Assurance solution. As corporate goals had been modified to include assuring customer experience with the SaaS applications, the IT team saw an opportunity to implement additional performance visibility from the users' perspective, as well as expand the visibility they had into internal wireless networks.

Solution in Action

This Software Vendor's implementation of NETSCOUT's nGeniusONE Service Assurance solution includes several InfiniStreamNG (ISNG) appliances in the core of their network, leveraging real-time packet monitoring and Adaptive Service Intelligence® (ASI) technology.

The addition of nGeniusPULSE with dozens of 3000 series nPoint devices provided the IT staff with the ability to implement consistent, scheduled Business Transaction Testing (BTT). These agents are small, cost-effective hardware devices capable of testing over wired or wireless connections. With this solution, one nPoint can be used to ensure visibility, monitor service availability, and run a variety of configured BTTs which gives a clearer picture of end-user experience. Application performance metrics, and even SLA compliance can also be checked.

Business transaction tests can be scripted to provide continuous active testing from a location automatically at scheduled intervals. Performing Bandwidth and Login testing for example could begin before the highest traffic part of the day to ensure that all elements of the infrastructure are ready for times of peak load. This testing not only gives IT personnel a realistic idea of how performance and user experience might be

impacted but simplifies their troubleshooting for any issues that do arise by providing a documented demarcation point.

Currently the software vendor uses one cloud vendor and this testing from the "customer" side assures that responses fall within their quality of experience metrics and allows objective comparisons to other deployment models such as in-house servers or other cloud vendors.

The combination of the instrumented nGeniusPULSE solution and the detailed examination of the network traffic by the ISNG and nGeniusONE is particularly powerful; the IT team now has a holistic visibility strategy. This gives them a unique combination of passive, packet-based, monitoring along with synthetic business transaction testing intelligence. Broad analysis capabilities throughout their multi-cloud infrastructure, for both customer-facing and employee-facing SaaS applications, are provided as well. This visibility now extends not only throughout the infrastructure which they own, such as the wireless networks they depend on, but well beyond it – into the platforms and across the WAN or VPN hops needed which may be contracted resources. They are now able to stay ahead of issues as they emerge and quickly pinpoint the source of problems with detailed analysis.

The Results

Ultimately, NETSCOUT's combined solution of the nGeniusONE Service Assurance platform and nGeniusPULSE is helping this global software vendor achieve success with their strategic shift to new models of software deployment and distribution. This enables the IT department to shorten the MTTR for issues which impact customers involving software acquisition or SaaS service.

Addressing issues faster results in a quality experience for their customers while protecting revenue, customer loyalty, and ultimately their reputation as a reliable software provider.

The team can also collaborate throughout the internal organization, ensuring that tools and connectivity needed by all departments remain up and efficient. The new nPoint devices assure that this level of infrastructure monitoring continues throughout the wireless networks involved as well. Services contracted by the software vendor for backend office operations can also be verified and continuously monitored. Armed with evidence from nGeniusONE and nGeniusPULSE, collaboration within the organization or with their third-party providers for WAN and SaaS applications is faster and more effective. In the end, the team is achieving faster MTTR for problems within their own domain as well as those of their partners.

NETSCOUT is proud to continue to work with a software vendor that is such a leader in making new methods of software distribution and deployment work in the real world of enterprise business – providing them and their customers with a win-win scenario.

LEARN MORE

For more information about NETSCOUT Enterprise solutions, please visit:

<https://www.netscout.com/solutions/network-visibility>

and

<https://www.netscout.com/product/npoint>

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