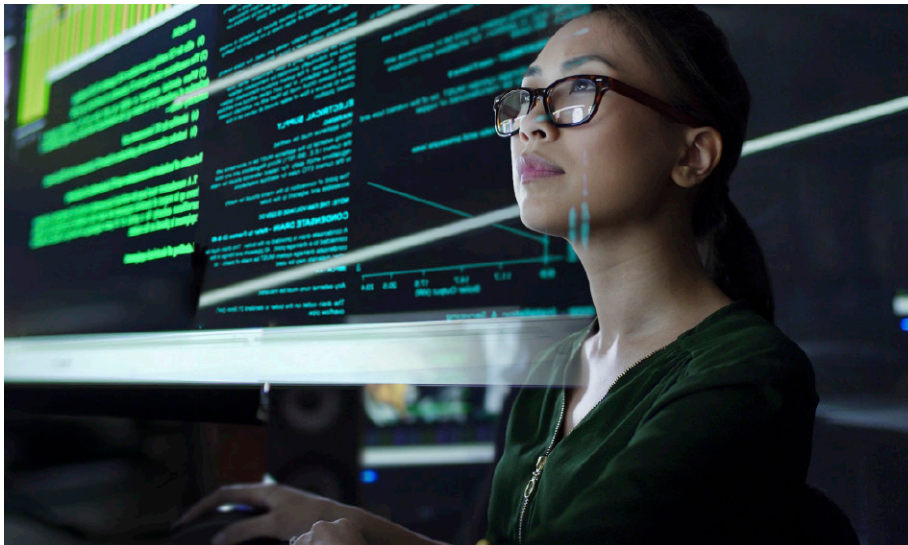


NETSCOUT Visibility as a Service for Always-On, Proactive Performance Management



The always-present challenges facing today's information technology (IT) teams are concentrated in several overlapping focus areas:

- Supporting IT service operations on a 7x24 basis:** There are only so many hours in an IT Operations workday, but your company's users, clients, and patients do not know that. Regardless of the hour or location, someone, somewhere needs assistance with an online healthcare, insurance, financial, or customer service concern. In those instances, the cloud-based, virtual, and on-premises Unified Communications & Collaboration (UC&C) solutions, applications, and network services running your business need to be reliable and responsive to assure the customer service expected is that which is delivered. Otherwise, the start of the IT workday could be overshadowed by problems that have surfaced overnight.
- Managing always-present IT staffing and skillset shortages:** IT staff turnover is notoriously high, especially so in the healthcare and education verticals, where there are acute requirements for always-on business services. Even when your IT staffing profile has achieved consistency, there is frequently another project, technology initiative, or transformation to manage. These scenarios drain IT resources and have more deadlines and expectations from leadership. Even when budgets are available, bringing on a new IT resource usually involves a learning curve that precludes immediate contributions to the projects at hand.
- Overcoming the "too many vendors, too many solutions" cycle:** The expanding range of real-time monitoring and cybersecurity solutions necessary for managing quality end-user experience and business uptime in the hybrid workforce and digital transformation eras has an unwanted side-effect: a corresponding, concurrent boom in the different vendor tools IT is now managing. In addition, the bigger the enterprise, the greater the chance for disbursed business units using different vendor tools for the same IT

purpose - or different versions from the same provider. Adding more complexity: enterprise business services are moving to multi-cloud and virtual solutions, as well as Co-located and fully managed data services, all with varying vendor service level agreements and business layers for IT leadership to factor.

As a result, for today's IT teams, the central question to answer involves "how to do more with less."

Our Approach

The NETSCOUT® Visibility as a Service (VaaS) managed service helps address these collective challenges by providing 7x24 proactive monitoring for your business-critical solutions. With our global Subject Matter Experts monitoring your NETSCOUT deployments — whether involving our nGeniusONE®, nGenius®PULSE, or Smart Edge Monitoring solutions — the VaaS program better operationalizes our integrated service assurance and smart visibility technology across your IT Operations units, including NetOps, SecOps, UC&C, Application, Desktop, Cybersecurity, and Project Management teams.

Our VaaS application and network experts provide proactive NETSCOUT monitoring support in a follow-the-sun model that leverages personnel distributed across our multi-continent Network Operations Competency Center (NOCs) and remote support office locations.

With this managed service program, VaaS consultants use real-time dashboard and service monitor views to optimize the smart data generated by your NETSCOUT smart visibility data sources (i.e., InfiniStreamNG®, vSTREAM®, nPoint sensors, and nGenius® Packet Flow Switches) to provide real-time snapshots across your enterprise environment.

In addition to proactive monitoring, the nVaaS program provides the following:

- Continual access to best-practices guidance from trusted advisors who offer expertise in both NETSCOUT solutions and industry-specific IT monitoring practices, including healthcare, manufacturing, financial services, government, education, and travel sectors.
- Optimizing and customizing your NETSCOUT deployment, including setting and tuning alerts based on application performance best practices.
- Fine-tuning alert thresholds over time, based on alert volumes coming into NETSCOUT VaaS NOCs.
- Providing troubleshooting assistance and expert advice to assist your IT Operations teams.
- Preparing executive reports and dashboards that provide evidence to executive leadership regarding how well your IT Operations teams are assuring business service performance for employees, users, and clients.
- Ad-hoc technical reports.

In this manner, our VaaS program optimizes your NETSCOUT deployment to increase early-stage returns on investments, providing your enterprise with vendor-neutral service assurance subject matter expertise, even when your trusted specialists cannot.

Our Solution for Proactive Monitoring

NETSCOUT's managed service offering addresses complex challenges with proactive monitoring support and troubleshooting expertise.

As an intrinsic element of this managed service, the VaaS program's proactive monitoring services enable customers to transition from a reactive IT Operations

approach to one that pre-emptively identifies emerging performance concerns before business services and end-user experience are adversely impacted. Even when your IT Operations teams are otherwise engaged on new projects or ongoing deployment issues, our VaaS SMEs proactively monitor your NETSCOUT deployment to:

- Improve visibility into emerging network, application, business service, cloud, and virtual environment events across the enterprise, with NETSCOUT-recommended troubleshooting and remediation guidance.
- Provide vendor-neutral monitoring of today's critical applications and business service infrastructures, including as-a-service models (e.g., UCaaS, SaaS, DaaS, IaaS), hybrid cloud, and virtual environments.
- Intelligently aggregate and correlate alerts into corresponding events, thereby easing IT Operations troubleshooting and reducing mean-time-to-remediate (MTTR) cycles.
- Deliver actionable insights required to satisfactorily address application, network, UC&C, cloud, virtual, or end-user experience issues.
- Conduct daily health monitoring of your NETSCOUT solution (e.g., configurations, dashboards, service monitors, grids, reports, basic tests), leveraging our "smart workflow" best practices.

In this manner, your IT Operations teams can "stay ahead and stay informed" of emerging performance or visibility issues even before the workday has commenced, with VaaS providing analysis, reporting, and best-practices for remediating this issue – whether involving application, network, or UC&C performance, end-user experience, or visibility blind spots.

Our Value

NETSCOUT is the only vendor today offering a follow-the-sun, proactive managed service capability for service assurance, smart visibility, and cybersecurity solutions. NETSCOUT delivers the expertise customers need, with 7x24 proactive monitoring, service triage, and data insights. With best-practice recommendations and expert advice, NETSCOUT VaaS offers the following features to your IT Operations teams:

- **Scales to any-sized enterprise deployment**, with managed, proactive monitoring that improves operationalization across IT teams and business units.
- **Addresses today's global service operations environment requirements** by providing continuous monitoring and support from Network Operations Centers and Remote Support Offices distributed across four continents.
- **Reduces over-reliance on a single organizational "IT Power User,"** with VaaS SMEs engaging stakeholders beyond NetOps, factoring as-appropriate communications and collaboration with SecOps, UC&C, Application, Desktop, Cybersecurity, and dedicated Project Management teams to provide enhanced NETSCOUT monitoring and reporting across their environments.
- **Reduces internal IT Operations troubleshooting and escalation cycles** by providing timely event notification to appropriate stakeholders.
- **Relieves IT fatigue** by coordinating high-volume alerts into manageable events, with notification derived by proactive monitoring and real-time NETSCOUT VaaS coordination.
- **Lowens mean-time-to-knowledge (MTTK) and MTTR timeframes**, with NETSCOUT VaaS complementing our customers' IT teams, while providing them freedom to contribute to strategic projects.
- **Meets cost containment guidelines** for small-, medium-, and large-scale enterprise and government customers.

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