NETSCOUT

VMware NSX-T Visibility Assures Customer-Facing Services

Financial Organization Fills End-to-End Visibility Gaps With NETSCOUT Solutions

OVERVIEW

The Challenge

- Needed a scalable, dynamic performance management solution for their on-premises cloud data center
- Current tool did not scale well technically or financially when used to monitor a VMware NSX-T environment

The Solution

- nGeniusONE® Service Assurance solution
- InfiniStreamNG® software and vSTREAM® virtual appliances
- nGenius® 3300 Series Collector

The Results

- Provide end-to-end visibility that includes the VMware NSX-T environment for east-west traffic analysis combined with high-speed core visibility for north-south traffic analysis in same solution
- Cost-effective, vendor- independent performance visibility that can support future security needs

Customer Profile

This long-standing, well-respected financial services company is the second largest financial services company in their region and has been providing institutional, business, and consumer banking, along with wealth management services through a group of service brands and businesses. Tens of thousands of employees work across hundreds of local branch offices in support of millions of customers throughout their Southern Asia-Pacific (APAC) business region.

This financial organization's digital environment supports consumers, businesses, and institutional customers in branch offices, contact centers, online, and over mobile applications as they execute their banking requirements. This demands the highest performance in application services to ensure transactions are immediately completed as desired. Time is everything when money is involved, and delays are simply unacceptable.

The Challenge

The IT organization at this financial was at a crossroads. The recent data center migration had revealed gaps in visibility associated with assuring efficient banking applications and operations. As a result, they needed a scalable and dynamic network and application performance solution for management of services in the on-premises cloud data center. Their existing network management tool was falling far short of meeting the visibility goals.

The company had implemented a VMware NSX-T software defined network (SDN) design to meet the demands of their growing, successful banking operations. The network management tool used in their legacy data center could not scale well technically or financially to monitor the a VMware NSX-T environment, which led the IT team to begin investigating other solutions.

At the same time, security visibility was also a concern and was added to the list of use cases that the overall IT team hoped to address. Collaboration between the network and security operations teams resulted in a set of technical capabilities that would be used to evaluate potential monitoring solutions for the financial firm.

Solution in Action

The IT team at this financial company performed a thorough review of available alternatives from NETSCOUT®, the current vendor, as well as other third-party tools. At the conclusion of the evaluation, they selected the NETSCOUT nGeniusONE Service Assurance solution with InfiniStreamNG (ISNG) software appliances for monitoring network and application north-south traffic on high-speed network segments and the vSTREAM virtual appliance for monitoring the east-west application traffic flows in the VMware NSX-T environments.

There were several technical capabilities in the NETSCOUT vSTREAM for NSX-T implementation that resulted in cost-effective implementation, ease of installation and configuration, adoption of environment's security profiles, and overall manageability of service assurance in the VMware environment. The long-time strategic partnership between NETSCOUT and VMware had resulted in a successful product design that met certification testing, ensuring it achieved the joint development objectives the companies had outlined. Review by the IT team at the financial services company confirmed that the joint NETSCOUT and VMware solution was architecturally superior to any of the other tools evaluated.

The bank is monitoring their most-critical applications, including the bank's customer-facing website. It was critical to be able to monitor as close to the application services as possible, making the vSTREAMs' ability to monitor this traffic that much more compelling.

The broader ISNG and nGeniusONE analysis surpassed the requirements for visibility in not only the VMware environment, but also in the broader data center infrastructure. Another key requirement was to provide visibility into their 100GB core interfaces, where performance issues could impact many customers as their transactions traversed these high-speed, high-capacity segments. NETSCOUT's nGeniusONE solution was the only truly, seamless, real-time network and application performance management solution for north-south and east-west traffic monitoring, providing faster processing and access to views and analysis, more efficient data retention, and significant ease-of-use capabilities.

It was determined that the NETSCOUT solution would support not only the performance needs of the financial organization, but also could be a source for their security needs. NETSCOUT's patented Adaptive Service Intelligence® (ASI) technology leverages high-value packet traffic to generate "smart data" for smarter analytics to assure performance, manage risk, feed security analysis, and facilitate superior decision-making. The members of the security team that participated in the evaluations of the monitoring alternatives confirmed that the NETSCOUT technology would be a valuable part of the company's security strategy.

The Results

This financial services organization found that NETSCOUT had kept pace with solutions for monitoring new digitally transforming environments. They have gained the visibility necessary to assure customer experience over their web-site and portal, based on advancements in ISNG support for high-speed 100GB links for north-south traffic monitoring as well as the strategic partnership and product development with VMware for the vSTREAM for NSX-T environment for east-west traffic visibility. nGeniusONE is a vendor-independent

solution, providing visibility without borders, enabling the company to cost-effectively leverage the same solutions for private or public cloud, co-locations, and software-as-a-service applications as their business requirements evolve.

The financial service company's NetOps and SecOps teams also can take advantage of their newly deployed nGeniusONE solution to support not only performance assurance needs, but also contribute to their security strategy leveraging the same ISNG data. This provides cost savings, device management simplification, and vendor consolidation benefits, with fewer boxes and suppliers to administer.

LEARN MORE

For more information about NETSCOUT Service Assurance solutions for VMware environments, visit:

www.netscout.com/technology-partners/vmware

or for banking and financial services organizations, visit

www.netscout.com/solutions/banking

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