

Remote Office Visibility Assures Quality End-User Experience and Application Performance

With NETSCOUT Smart Edge Monitoring

OVERVIEW

The Challenge

- Digital transformations exposed gaps in visibility in data center and cloud-based application services
- Goal to expand visibility to their remote offices to address both performance and security use cases

The Solution

- nGeniusONE® Service Assurance solution
- InfiniStreamNG® hardware and vSTREAM® virtual appliances
- nGenius®PULSE solution
- nPoint hardware & software devices

The Results

- Protected quality performance for employees wherever they work with applications, wherever they are hosted
 - Reducing costs, device management, and vendor complexity, with ability to support both performance and security assurance
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Customer Profile

This global software company has become a trusted leader in delivering products to businesses and consumers for nearly four decades. Behind the scenes, making sure this multi-billion-dollar software development company can communicate effectively as they develop, manufacture, deliver, bill, and service worldwide product orders for customers is a daunting task that falls to a highly skilled IT organization.

The Challenge

The company has offices in North America, EMEA, Latin America, and Asia, with employees who depend on their corporate network to perform their jobs. To ensure high-quality performance of the voice, video, and business data services, the IT organization had implemented NETSCOUT® nGeniusONE Service Assurance platform and nGeniusPULSE system several years earlier.

Recent data center upgrades, digital transformations, and service migrations had been underway during the COVID-19 pandemic. Their employees were just returning to offices after more than a year of remote work, and the software company wanted to expand visibility to their upgraded segments in the data center, major remote offices, and recently migrated cloud-based applications and services. The objective for this IT organization was to ensure performance and availability of their critical business applications at their remote network and client edges.

There were other goals in mind, as well. The existing network operations (NetOps) users in IT were aware of internal requirements to enhance security. Recently, they had been introduced to the security solutions from NETSCOUT and invited their security architect to participate in the design and decision-making process for adding packet-based visibility. This would enable the security team to evaluate how the same visibility could be used for their cybersecurity requirements.

Solution in Action

nGeniusONE and InfiniStreamNG appliances were already in use in the software company's data center for service edge visibility into network and application performance management of their critical business services. The IT organization had long standardized on packet data to provide the richest, most-detailed monitoring information, which had helped in troubleshooting and swift resolution of problems as they occurred. As the IT team had concluded, "The packets don't lie!".

NETSCOUT's patented Adaptive Service Intelligence® (ASI) technology leverages the high-value packet traffic to generate "smart data" for smarter analytics to assure performance, manage risk, feed security analysis, and facilitate superior decision-making regarding their application and network services. Visibility expansion is taking advantage of NETSCOUT technology innovations in Smart Edge Monitoring to further reduce mean time to knowledge (MTTK) that results in meaningful improvements in mean time to resolve (MTTR) issues in complex global enterprise environments.

- The ISNG 1400 and 2600 hardware appliances are being deployed in the company's major remote locations to assure monitoring of the business-critical applications being used by employees in remote offices. Deployed on the network edge of the remote locations to watch ingress and egress traffic, they are monitoring performance of the enterprise resource planning service (ERP) for supply chain management, human resources services, Citrix services, and other business applications, including Zoom video conferencing and Microsoft Office 365.

- The vSTREAM virtual appliances will provide initial visibility into their cloud-based applications, monitoring their east-west traffic activity to provide an end-through-end view for troubleshooting and service assurance.
- The company has found significant value in their nGeniusPULSE and nPoint deployment over the years, for ensuring client edge visibility with end-user experience monitoring and troubleshooting through the consistent synthetic testing and configurable, scheduled business transaction testing (BTT).
- A combination of nPoint 2000 and 3000 series hardware and software appliances are deployed in some of the same major remote locations, with ISNG appliances, while other nPoints implemented in their smaller locations and satellite offices. The nPoints are providing BTT analysis of performance from remote offices to applications hosted in the company's data center, cloud, and with SaaS providers, with tests configured over ethernet and corporate Wi-Fi to verify equivalent performance experiences, regardless of employee connectivity to the network. The information is being used to gain early-warning indicators of problems to reduce MTTR with nGeniusONE analysis.

The Results

NETSCOUT's Smart Edge Monitoring is key in providing the most comprehensive monitoring, trending, and analysis for this software company to proactively support employee experience in their remote and corporate locations, as well as assure performance of applications wherever they are hosted. This company's IT organization well-understood the value and importance of combining proactive, packet-based monitoring and synthetic testing and has implemented a thoughtful, strategic deployment plan covering data center and cloud service edges, network edges in remote locations, as well as client edges.

NETSCOUT is providing additional benefits to the software company's NetOps and Security Architects, with the ability to support both performance and security assurance use cases 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 Smart Edge Monitoring solutions, visit:

www.netscout.com/solutions/smart-edge-monitoring



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