

Global Retailer Assures Quality Service Delivery Across New Performance Centers

Smart Edge Monitoring Provides Integrated Monitoring, Alarming, and Troubleshooting

OVERVIEW

The Challenge

- Undergoing data center transformation to create consolidated performance centers globally throughout their network
- Required comprehensive network & application performance visibility in each new center

The Solution

- nGeniusONE® Service Assurance platform
- InfiniStreamNG® certified 9800 series software appliances
- nGenius® Packet Flow Operating System (PFOS) for Certified 7100 Series Packet Brokers
- NETSCOUT® Premium Services Engineer

The Results

- Extended value of investments in nGeniusONE to gain visibility into new digital transformations for performance assurance starting Day One
 - Help retailer meet CAPEX and OPEX savings goals with newly implemented performance hub infrastructure
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Customer Profile

This global retail chain offers trendy, quality merchandise at discount costs to its customers. To support this mission, the company's more than 300,000 employees at over four thousand stores are serviced by data centers in many locations. With more than \$35B in annual revenue, and millions of mobile app users and daily visitors to their brick-and-mortar locations, this retailer relies heavily on their complex, distributed enterprise networks and customer facing application services.

The Challenge

- This global retailer's IT organization is a long-time user of NETSCOUT products for global visibility into their network infrastructure, and was undergoing a digital transformation that included the introduction of a "centralized performance hub" concept for maintaining the health of their network, applications, and end-users' experience. This data center transformation will supersede the highly distributed model currently in place for both networking technology and monitoring infrastructure. In addition to improving monitoring visibility into their global application services, the IT team is expected to achieve certain CAPEX and OPEX savings as well.
- By concentrating resources such as monitoring tools, switches, and human expertise into larger regional facilities, the retailer could consolidate data services for HQ, distribution centers, and stores.
- Call quality is critical for this retailer to ensure that communications between buyers, distribution centers, and retail stores, as well as calls in the customer contact centers, were seamless and problem-free. With help from NETSCOUT, the IT team had already discovered reconnection issues for some sessions over VPN. As they moved forward with their new performance center strategy, the voice team was concerned that they might not see complete detail from the third-party operators. By bringing day to day operations in house they paved the way for a more central role for the NETSCOUT platform and tighter integration with a planned ticketing system in the future.

The Solution

NETSCOUT provides much needed visibility into voice and application issues and enables IT to effectively monitor the entire IT environment. The nGeniusONE solution allows IT to create dashboards, service dependency maps, and logical workflows from session details to quickly visualize application utilization on WAN links and network bottlenecks at the network edge, measure application responsiveness and pinpoint slow responses.

The IT team turned to NETSCOUT nGenius Smart Edge Monitoring solution and deployed several nGenius 7100 series Packet Flow Switches (PFS) in the new centers throughout key global theatres including North America, Asia, and Europe. These switches condition and filter network packet traffic, then feed the data to disparate tools including the newer higher capacity InfiniStreamNG appliances on the COTS platform for analysis by nGeniusONE and the IT teams researching the issues.

The nGeniusONE Service Assurance platform with Adaptive Service Intelligence® (ASI) technology was used to investigate service assurance issues. High level dashboards were configured to monitor voice traffic over time. Application issues are investigated ad hoc, with on-demand views created as problems are identified with a goal to getting at the root cause as quickly as possible.

The enhanced implementation of the PFS and InfiniStream tools also served to quickly identify the traffic from various distribution centers and stores. This initial traffic classification and filtering helped IT staff identify where the problems reside so they could be resolved.

Of particular concern were the company's voice services, which were already being monitored and analyzed by the nGeniusONE implementation. This part of the existing solution was updated with some enhancements in its VoIP analysis capabilities which provided insight into an occasional, but recurring actual interruption of one customer facing service and a weather-related issue which could now be isolated in a back-office application.

IT depends on this tool every day to analyze voice and application issues, as well as to classify and deliver traffic to the Security team.

As the retailer was adopting more outsourcing arrangements they were able to gain quick time to value with their new Smart Edge Monitoring deployment in the co-los by contracting for a full-time, on-site NETSCOUT premium services engineer at a centralized location. In so doing, this also meant that the cost savings in the areas of co-locations and specialized staff, who are increasingly difficult to recruit and retain, could be realized almost immediately.

The Results

For this global retailer, the NETSCOUT solution was already proven to provide visibility all the way to the edge of the network environment, and after this wider and deeper deployment to accommodate the network transformation again proved to be a success story for multiple IT teams as they have:

- Assured success of new, high profile digital transformation to strategically implemented global performance hubs with real-time performance monitoring using NETSCOUT nGeniusONE from day one.
- Gained the value of a having an engineer who arrived on-site experienced in using NETSCOUT tools to troubleshoot, and capable of training other in-house personnel as time allowed.
- Gained the advantage of instant communications by having in-house, full-time employees focus on day-to-day operational issues immediately- reducing MTTR.
- Realized the OPEX savings of reduced co-lo footprint and the centralized location of monitoring and troubleshooting tools.

LEARN MORE

For more information about how NETSCOUT nGeniusONE solutions are helping retail organizations, please see our retail page:

www.netscout.com/solutions/retail



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