

NETSCOUT nGeniusEDGE for Remote End-User Experience Monitoring



Global business, government, and healthcare organizations remain in open-ended hybrid workforce transitions, many of them operating with the majority of their employees located on the remote client edge of the service delivery network, away from the full view of their Information Technology (IT) teams. While some organizations are cautiously “returning to the office” using various attendance strategies and security protocols, many others continue to conduct business using a mix of work-from-home (WFH) and remote office environments — perhaps permanently.

With home offices becoming the new employee client edge, there is an increased business reliance on “as a service” solutions that has resulted in everyday/all-day multi-vendor technology use for customer-facing voice, video, and collaboration communications. While these cloud-based solutions offer ready access to remote users directly from their devices and local Internet Service Providers (ISPs), that network traffic can no longer be monitored by IT without a remote visibility source. This scenario — multiple domains, unmanaged edges, and hindered visibility — have led IT teams to identify this scenario with terms like “losing sight of the remote workforce,” “emerging blind spots along the client edge,” or simply “loss of control.”

“Despite the positive shift in work from home mindset, businesses are beginning to bring their employees back to the office and expect 39% of their workforce to be office-only in 2022.”

Source – CIO Pandemic Business Impact Survey: Looking Forward (June 2021)

As a result of these combined factors, IT needs for views into user experience along the client edge will not diminish anytime soon.

Our Approach

The NETSCOUT® nGeniusEDGE Server, part of NETSCOUT’s Smart Edge Monitoring solution, expands the scope of visibility into remote user experience that has been absent from many IT departments struggling to monitor their client edge environments. This all-in-one server combines active, synthetic testing from

any remote location with packet-level analysis for early detection of problems and deep-dive troubleshooting to pinpoint root cause and resolve issues quickly.

The nGeniusEDGE Server enables IT teams to fast-track client edge visibility expansion projects needed to assure remote user experience with:

- Data center and cloud-based applications
- Software as a Service (SaaS) and Unified Communications as a Service (UCaaS) solutions
- Voice over IP (VoIP) services
- Virtual private network (VPN) used to secure remote employee access to business service resources

In this manner, the nGeniusEDGE Server enables IT teams to assure the same high-level end-user experience to remote employees as is delivered in corporate facilities over ethernet and Wi-Fi network connections.

Our Solution

As an all-in-one appliance, nGeniusEDGE Server is pre-configured with the following:

- NETSCOUT nGeniusONE® service assurance analytics software
- NETSCOUT nGenius®PULSE synthetic testing analytics software
- Embedded vSTREAM® licensing to support smart data processing from multi-cloud services
- Capability to receive and process packets and metadata from synthetic test transactions on nPoints placed at user locations, including WFH and/or remote offices.

In addition to nGeniusEDGE Server appliance provisioning and licensing, NETSCOUT provides 24x7 access to our MasterCare technical support resources.

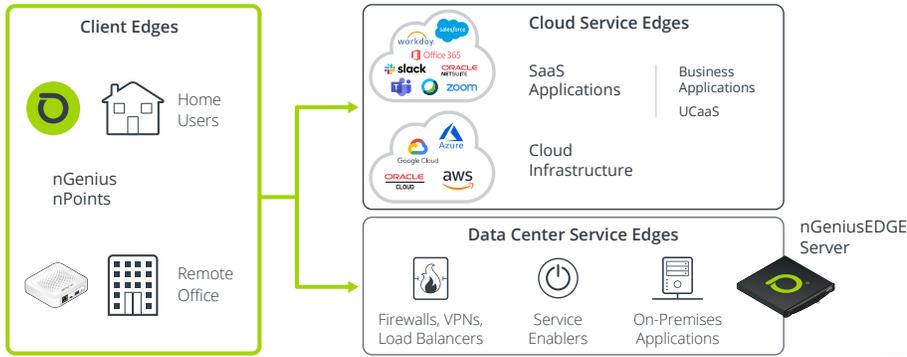


Figure 1: The turnkey NETSCOUT nGeniusEDGE Server provides an inclusive approach for end-user experience monitoring for WFH and remote employees accessing SaaS, UCaaS, and custom applications operating in multi-cloud and on-premises data centers.

Value of Our Turnkey nGeniusEDGE Server Solution

By design, nGeniusEDGE is a turnkey solution that offers additional benefits associated with deployment flexibility to IT organizations, including:

- Hardware or virtual appliance options for nGeniusEDGE Server
- Support for the mix of hardware and virtual nPoint 2000 and 3000 sensors (purchased separately) best suited for the enterprise's client edge profile, such as a portable device approach for remote office environments relying on Wi-Fi networks or virtual deployment on WFH user laptops
- Buying choices that accommodate cost containment guidelines and established expense models, including one-time capital expenditure or subscription options
- Scalable to meet needs of any enterprise, starting as a stand-alone implementation, as a fully integrated add-on to an existing nGeniusONE deployment, or growing into a larger fully distributed NETSCOUT environment

- Optionally available NETSCOUT Visibility as a Service (NETSCOUT VaaS) subject matter expertise, with customized deployment, configuration, reporting, and 24x7 remote monitoring by service assurance professionals that serve as a de facto staff augmentation resources

The nGeniusEDGE Server can be purchased as an initial NETSCOUT deployment or an add-on to an existing nGeniusONE Service Assurance platform deployment.

Our Value to IT Operations

nGeniusEDGE, as part of the Smart Edge Monitoring solution, offers the following benefits to IT teams tasked with managing user experience along the client edge:

- Reduces blind spots in WFH and remote office environments to visualize user experience anywhere at the client edge
- Enhances proactive monitoring of the multi-vendor SaaS, UCaaS, Cloud, and VoIP solutions — now critical to remote user productivity

- Improves end-user experience for WFH and remote employees who are providing critical, client-facing business services to their customers, including financial, insurance, healthcare, government, and call center functions
- Streamlines IT troubleshooting by using nGeniusONE analysis of Smart Data generated from synthetic testing conducted on nPoints in WFH and remote office environments
- Accelerates IT views into problem awareness, with dashboards and guided workflows that provide reduced troubleshooting and resolution cycles
- Assures reliable VPN performance for the remote workforce
- Shortens the time-to-deploy timeframe, with the turnkey nGeniusEDGE Server available on both hardware and software platforms
- Minimizes downtime, 7x24 coverage of the nGeniusEDGE Server appliance provided by NETSCOUT MasterCare global support services



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