

# Luxury Resort Assures User Experience Quality with nGenius Enterprise Performance Management

NETSCOUT Solutions Provide Visibility at Remote Sites, Co-Los, Data Centers, and Beyond

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## OVERVIEW

### The Challenge

- User experience issues stemming from network and application performance issues were resulting in poor customer satisfaction scores.
- Slow and degraded business application performance was disrupting employee productivity and resort operations.

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### The Solution

- nGeniusONE® solution
- InfiniStreamNG® appliances and nPoint sensors
- nGenius®PULSE solution
- Packet Flow Switches

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### The Results

- Eliminating visibility gaps throughout the environment helped the IT team reduce MTTR and troubleshoot efficiently.
- User experience quality was restored, therefore improving customer satisfaction scores.



### Customer Profile

This luxury resort is a longtime NETSCOUT® customer trusted by thousands of travelers each year to provide them with a memorable and relaxing visit. To do this, the resort relies on hundreds of employees worldwide to deliver a seamless travel experience to their valued guests. Their decades of experience in the industry as a trusted and high-quality resort make it all the more important to uphold customer experience standards. This has included the IT organization as they have helped scale their business to support digital transformations and the evolving needs of their guests.

### The Challenge

Not unlike any other top-rated resort in the industry, customer experience and quality of service was of the utmost priority for this NETSCOUT customer. With so many guests to account for, and so much technology being utilized by each individual guest, continuously monitoring the quality of user experiences had become a more challenging feat. In today's connected world, internet availability and swift access to videoconferencing technology, e-mail, and social media platforms like WhatsApp, Instagram, and Facebook are vital to maintain positive customer satisfaction.

Blinds spots throughout this resort's infrastructure resulted in poor network and application performance that had begun to interfere with digital customer experience and employee productivity. There was a concern that if these issues persisted unaddressed, that this could impact customer loyalty, repeat visits, and thus potential revenue. The resort needed to expand instrumentation to monitor user experience quality at each edge – from their in-house restaurants and cafés to each patron's rooms to the poolside lounge chairs, and beyond.

The IT team for the resort is tasked with protecting the performance of essential services like:

- Uninterrupted third-party internet access for internet of things (IoT) devices: From corporate laptops to personal tablets to cell phones and beyond, many devices are used by both guests and employees.
- Business-critical applications for employees: payroll applications, Customer Relationship Management (CRM) systems, Enterprise Resource Planning (ERP) applications, and many others are used to carry out essential functions supporting the resort, for example, those used to order supplies for each room.
- Cloud and SaaS applications for customers: from personal applications like social media to UCaaS applications like Microsoft Teams for customers taking business calls, to resort-related applications assisting with online bookings and activity reservations.

## Solution in Action

The resort's IT team recognized that in order to improve network and application performance, they needed to increase visibility at each service edge. By strategically expanding their nGenius® Enterprise Performance Management solution, they were able to instrument InfiniStreamNG (ISNG) appliances to monitor user experience with any application service, from any remote location, and optimize their troubleshooting process to reduce mean time to repair (MTTR) when network and application performance issues did occur. From the cloud to private data centers to colocations and out to third party internet providers, each area required real-time performance insights to ensure the resort experience was top-notch for not only customers, but employees working on-site and behind the scenes at remote locations as well.

With NETSCOUT visibility and deep packet inspection at scale, the resort accomplish the following:

- Business transaction testing (BTT) using nPoint sensors to routinely track, trend, and assess user experience quality from any location.
- Continuous aggregation of smart data using ISNG appliances to gather packet-level performance data for the network and critical business, cloud, SaaS and UCaaS applications.
- Advanced analysis of bandwidth and capacity to assist with proactive planning for future projects and support of high-traffic times at the resort.
- Third-party internet monitoring to ensure the performance of wireless connectivity from anywhere on the resort grounds and trace back internet issues to specific router or connection points.

NETSCOUT's overarching nGeniusONE solution provided IT teams with single pane-of-glass dashboard views into performance metrics derived from the data gathered by nPoint sensors and ISNG appliances. Conducting user experience tests and assessing network and application performance quality from any location tied to the resort proved to boost guest satisfaction.

## The Results

The IT team is seeing great value from their expanded use of NETSCOUT instrumentation to support the resort. Holistic visibility across their remote sites, data centers, colocation sites, and cloud environments has presented a single source of truth to help reduce troubleshooting times and provide evidence of the true root cause of slowdowns. As a result, user experience quality has been restored, with customer satisfaction scores improving in tandem.

NETSCOUT's early warning capabilities and smart data analytics have helped the IT team proactively address network and application performance issues and continue to get ahead of potential disruptions to assure positive customer and employee experiences. Further, by leveraging evidence from nGenius Enterprise Performance Management, they are working collaboratively with their third party internet vendors to resolve slowdowns from the resorts and avoid poor digital customer experience.

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## LEARN MORE

For more information about NETSCOUT solutions visit:

<https://www.netscout.com/solutions/ngenius-enterprise-performance-management>

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