

Leading Bank Ensures Quality Performance Across Global Locations with NETSCOUT

Assuring Quality User Experiences with nGenius Enterprise Performance Management

OVERVIEW

The Challenge

- Basic monitoring capabilities were delaying troubleshooting efforts and revealing visibility gaps across the global infrastructure.
- User experience was negatively affected by packet loss, bandwidth limitations, and UC&C and UCaaS performance issues.

The Solution

- nGeniusONE® solution
- InfiniStreamNG® appliances

The Results

- Effective troubleshooting capabilities reduced mean time to repair (MTTR) performance issues.
- Network and application worldwide were continuously monitored to assure user experience quality at every location.



Customer Profile

This leader in the retail banking industry maintains a strong global presence with business units managed in several different countries. With thousands of branches on several continents worldwide, and a large online presence, a streamlined network and application performance management solution would be critical to this organization's continued success.

To manage their complex and widely distributed environment, the bank relied on their internal team at the French headquarters for performance insights and troubleshooting efforts. They soon realized the value of NETSCOUT® instrumentation and sought to expand the nGenius® Enterprise Performance Management solution throughout their global infrastructure to create a more holistic network view.

The Challenges

The centralized network operations team in France was challenged by visibility gaps in their remote offices, third party locations, and at the client edge. Delivering quality application performance was a top priority for this bank, and on-demand troubleshooting had become too reactive when troubleshooting user experience issues.

With so many locations around the world, this organization's limited visibility created challenges with a resounding impact on business:

- Basic troubleshooting capabilities led to prolonged mean time to repair (MTTR) when restoring network and application performance issues.
- Limited bandwidth led to latency and packet loss that negatively affected employees and customers.

- Packet loss meant significant performance issues for unified communication and collaboration (UC&C) and unified communications as a service (UCaaS) technology, such as Microsoft Teams and Skype for Business, resulting in poor user experience and lost productivity.
- The multitude of applications and IT systems throughout the infrastructure were difficult for the network operations (NetOps) team to manage without a centralized view, especially when scheduling and implementing maintenance updates and upgrades to specific applications in certain locations.

Solution in Action

Using nGenius Enterprise Performance Management, this NETSCOUT customer achieved real-time packet-level visibility into their network and critical business applications. InfiniStreamNG appliances and patented Adaptive Service Intelligence® (ASI) technology offered insight into user experience quality at any location. With NETSCOUT visibility at the core of the network near their application server farm, as well as at the network edge extending from data centers to WAN providers, they were able to quickly identify performance issues like poor response times for business-critical applications, packet loss, latency, and retransmission. Monitoring high-traffic areas, for example, on either side of load balancers or firewalls, allowed IT to minimize the user impact of performance issues.

This increased visibility allowed the NetOps team to proactively address performance issues before users were impacted, learn from trended data, and plan for capacity changes to support future projects with more accuracy. The information gathered by InfiniStreamNG appliances was also accessible to teams in all offices – from data centers to remote site branches around the world. NETSCOUT instrumentation provided the deep packet inspection at scale needed to standardize performance knowledge across all business units and locations and provide a single source of truth.

The nGeniusONE solution gave NetOps the analysis, dashboards, workflows and reporting capabilities needed to continuously monitor traffic at their branch offices worldwide. Consolidated views became critical for swift triage and on-demand troubleshooting throughout their infrastructure. IT teams continuously monitored the performance of unified communications as a service (UCaaS) applications used for employee collaboration, like Microsoft Teams, banking applications used by employees at branch offices, and well as customer-facing applications used to manage checking and savings accounts, loan origination and payment, mortgages, and more. With NETSCOUT solutions, this organization was equipped with the end-through-end visibility needed to isolate the true root cause of slowdowns, reduce MTTR, and restore performance quickly.

The Results

With a single pane of glass view in nGeniusONE, this bank was able to achieve their goal of one holistic network and application monitoring solution across their many locations. Enhanced, packet-level visibility allowed the NetOps team to ensure availability and performance of network applications critical to the bank, its customers, and third parties. In an industry where packet loss, latency, and other performance disruptions can have a severe negative impact, nGenius Enterprise Performance Management provided the advanced troubleshooting capabilities needed to reduce MTTR and keep operations around the world running smoothly.

Using NETSCOUT, this leading financial institution was able to streamline management processes under one holistic, vendor-agnostic solution to eliminate visibility gaps and save money, time, and effort. With continuous monitoring from nGenius Enterprise Performance Management solutions, they were able to assure user experience quality for users working anywhere at any time.

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For more information about how NETSCOUT solutions support the financial services industry, visit:

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