

# Assuring Large-Scale Retail Banking Operations With Service Edge Visibility

## Proactive Business Service Monitoring Improves Financial Performance With NETSCOUT

### OVERVIEW

#### The Challenge

- Enhanced retail banking operations visibility needs
- Organizational requirements for a user-friendly, next-generation platform for real-time monitoring and packet analytics

#### The Solution

- Software-based nGeniusONE® Service Assurance platform for Linux
- NETSCOUT® Certified InfiniStreamNG® (ISNG) software appliances
- NETSCOUT Certified Remote ISNG appliances
- nGenius® Packet Flow Operating System software for Certified 5000 Series Packet Brokers

#### The Results

- Improved real-time performance monitoring
- Data center, remote client, and network edge visibility supports SLA-compliant delivery from third-party providers



#### Customer Profile

This regional financial services leader truly remained “open for business” throughout the commercial challenges of COVID-19, uninterruptedly operating thousands of remote branches in support of millions of customers who required access to their banking, lending, and mortgage investments.

The bank is part of a financial services consortium, with one of their institutional partners providing data center operations services on their behalf.

#### The Challenge

Based on the financial results achieved during the pandemic, there was increased organizational awareness of the importance of assuring retail banking at thousands of regional locations. These concerns resonated with the Chief Technology Officer (CTO) and information technology operations (IT Operations) resources.

This reliance on efficient remote branch operations coincided with a focus on enhancing their network performance monitoring solution — so much so, that numerous IT Operations specifications were integrated into baseline project requirements that included:

- **Enhanced service edge visibility:** In addition to improving views into business service performance at regional bank locations, the IT Operations leadership team wanted better visualization into data center operations hosted by their banking partner. There were also requirements designed to improve visualization into the performance being delivered by two regional service providers (SPs) on behalf of the bank. These SPs were responsible for delivering internet and telecommunication service connectivity to support regional operations, and IT Operations had historically found it difficult to identify root cause of performance issues in this mixed-vendor environment. IT Operations had goals for proactive monitoring and reduced finger-pointing that related to their expectations for better visualization into these respective SP environments.

- **User-friendly operations:** This IT Operations team offered technology expertise in the bank's network, application, and business service environment, but the high volume of new and ongoing projects under their domain limited the cycles they could dedicate to service assurance activities.
- **Ease of access to packet-based analysis:** Continuing their long-standing use of packet capture (PCAP) exports as a consistent data source for forensic analytics was of sustained relevance to this team. However, they were interested in new approaches that would bring efficiency to this manual process, while improving end-to-end visibility and real-time monitoring capabilities.

### Solution in Action

As result of a competitive technology evaluation, IT leadership identified NETSCOUT as the vendor best equipped to deliver the expanded visibility, ease of use, and real-time monitoring of the multi-layer business service architecture supporting the bank's day-to-day financial success. In doing so, IT leadership also made the strategic decision to transition to the NETSCOUT nGeniusONE Service Assurance (nGeniusONE) platform. With their banking partner also a long-time user of nGeniusONE, this procurement in effect help standardize cross-institutional employment of NETSCOUT smart visibility and real-time technology.

The NETSCOUT solution includes:

- The software-based nGeniusONE real-time analytics platform for Linux, which offers real-time Service Dashboard performance snapshots into third-party data center operations, internet and telecommunications services supporting retail banking, and the bank's own network, application, and business service environment.

- Software-based ISNG smart visibility technology, which is deployed at the data center operated by their banking partner. Being deployed in that data center enables IT Operations to visualize network traffic traversing from the data center, with ISNG using NETSCOUT Adaptive Service Intelligence to generate smart data in real time from network packet traffic to fuel nGeniusONE real-time analysis.
- Software-based Remote ISNG technology is also deployed in a retail banking center to provide monitoring and analysis of the application and business service quality being delivered in branch locations to financial customers.

nGenius Packet Flow Operating System (PFOS) software for Certified PFS 5000 series appliances, which acquires, filters, and forwards from network links to ISNG appliances, as well as downstream third-party monitoring and security tools.

### The Results

For the leadership team, one result of the bank's evaluation process was the realization that other vendors "weren't speaking the same language" when compared to NETSCOUT. Roughly translated, that meant there were distinct NETSCOUT differentiators that would benefit the bank's IT Operations team, including:

- Easy-to-use nGeniusONE visualization, reporting, and troubleshooting workflows versus another vendor's solution that was perceived to be "complicated." In particular, the Service Dashboard provides IT with a single pane of glass view of integrated, at-a-glance metrics into network, data center, retail banking, internet service and telecommunications, which has improved overall IT Operations efficiency.
- Proactive monitoring views into Microsoft Office 365 performance supporting both on-premises and work-from-home banking employees.

- Flexible, easier packet broker deployment offered by the software-based PFOS approach than a competitor's traditional PFS appliance hardware. The NETSCOUT solution enables IT Operations to manage configuration via the client/server Dynamic Host Configuration Protocol (DHCP) to reduce the installation cycles.
- Enhanced forensic data storage, with patented ASI technology promoting use of innovative packet slicing and other packet management technology to enable vast amounts of smart data to be stored on the ISNG appliance.
- Quicker, integrated access to highly valued network packet metrics, with IT Operations provided with on-board visualization into packet data and corresponding session records from nGeniusONE service dashboard and monitor views specifically customized for real-time monitoring of the bank's business service environment – all without the need for manual PCAP exports.
- A single-vendor solution for Service Assurance and Packet Broker technology, which offered the advantages of reducing operating expenses (OpEx).
- Better-informed interactions with their third-party service providers, with nGeniusONE analytics used to identify the root cause of performance issues at either the data center or internet & telecommunication level.

The IT leadership findings mirrored the experiences their CTO had earlier realized by using NETSCOUT at another leading financial institution. This vendor selection was further ratified by the NETSCOUT returns on investment shared by the banking partner tasked with overall data center operations, who had deployed nGeniusONE several years previously.

### LEARN MORE

For more information about NETSCOUT solutions for Assuring Availability and Performance in Retail Banking networks, visit:

[www.netscout.com/solutions/banking](http://www.netscout.com/solutions/banking)



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