

# Energy Company Accelerates Troubleshooting With Remote Edge Observability

## nGenius Edge Sensors Cut MTTR for Business-Critical Apps at Power Stations & Business Offices

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### OVERVIEW

#### The Challenge

- Gap in performance visibility in remote business offices and power station sites
- Suffering unacceptable incident resolution times for problems impacting their revenue

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#### The Solution

- nGeniusONE® & nGenius®PULSE
- InfiniStreamNG® appliances
- vSTREAM® virtual appliances
- nGenius® Edge Sensors 490s
- NETSCOUT® Visibility as a Service

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#### The Results

- Improved troubleshooting and MTTR for resolving business-critical application problems in remote sites with NETSCOUT observability
  - Eliminated blind spots by capturing user experience issues with packet-level detail to improve employee and customer support
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### Customer Profile

This European-based power company is a multi-billion dollar producer, distributor, and marketer of electrical power and natural gas. Today, they provide electricity and gas to millions of business and residential customers with the support of over 35,000 dedicated employees. As a leader in developing clean, renewable energy alternatives, they are building new solar, wind, battery, and green hydrogen infrastructure for the future.

With a highly distributed environment that stretches from data centers and contact centers to road crews in electric vehicles, substations, and power generation plants, their enterprise network and applications are strategic parts of their corporate operations and success.

### The Challenge

Energy utilities are known for their “always on” approach to delivering power to their customers. And they also see the importance of it in their networked services. Initially, they had brought NETSCOUT® solutions into the IT network operations group several years ago when communication issues in the contact center were being blamed on the network. The nGeniusONE solution with distributed InfiniStreamNG appliances helped discover the actual source of the voice quality issues.

The IT team implemented monitoring for their critical voice and data applications in the data and contact centers. When problems emerged, they used nGeniusONE smart data and smart analytics to pinpoint the true root cause of the problems to restore services as quickly as possible.

Recently, the power company was dealing with performance problems from a number of their distributed business offices and power station sites. Some of their critical applications were not operating properly and were experiencing unexplained outages which were directly impacting revenue. The disruptions had caught the attention of senior leadership who mandated that the unacceptable incident resolution times demanded an improved troubleshooting process for these situations.

The IT team did not have the information necessary to determine root cause because they lacked observability in the remote business offices and power stations. As is the case in most every corporation, the dedicated IT staff had more work than they could handle when these issues became a priority. As a result, the IT organization turned to their observability partner, NETSCOUT, to help address this challenge.

### Solution in Action

To address the challenges posed by the poor performance issues and troubleshooting delays with critical business services, the power company's IT team extended their nGeniusONE visibility to remote offices and power stations with the recently introduced nGenius Edge Sensors, specifically designed for cost effective observability in smaller office environments.

This was crucial for improving their troubleshooting processes with visibility to monitor essential business services such as SAP, supplier relationship management (SRM) applications, web apps for customer use, and Microsoft 365 services for business processes and communications.

The nGenius Edge Sensors were strategically placed at dozens of business offices and power station sites to monitor at the WAN edge and provide real-time, packet visibility into the traffic flows going into and out of these locations. The team collaborated with NETSCOUT's "always on" Visibility as a Service (VaaS) organization to implement two essential monitoring features in the nGenius Edge Sensors. Customized Business Transaction Tests were configured to provide automatic, consistent, scheduled testing of some of their web applications and Office 365 SaaS to track and trend performance and user experience. They plan to add SAP testing next. Additionally, they leveraged real-time monitoring with Deep Packet Inspection (DPI) to help in troubleshooting all the business applications at each site. Armed with application traffic, response time, error, and user metrics from nGenius, the IT organization had the detailed analysis necessary to improve the troubleshooting process and reduce overall incident response times.

### The Results

For this utility, their geographically distributed environment had been a blind spot, and the subsequent elongated troubleshooting times had become unacceptable. With the addition of nGenius Edge Sensors to the business offices and power station sites, they improved their problem resolution process and dramatically reduced overall mean time to restore (MTTR) services with early warning of emerging problems from synthetic testing and DPI to quickly pinpoint why and where problems are occurring.

The power company is also benefiting from extending the value of their nGenius solution for observability while simultaneously reducing tool clutter by using the nGenius Edge Sensors with their existing nGeniusONE solution already in use throughout the rest of their data and call centers. The support of the NETSCOUT VaaS organization has helped augment their own IT organization, giving them 24/7 continuous support for the NETSCOUT deployment while also accelerating the value of this new implementation. By using the VaaS team's expertise in deployment and configurations, the IT team has been able to get the project off the ground quickly and start to see benefits in the new troubleshooting process with lower incident response times.

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### LEARN MORE

For more information about NETSCOUT solutions for the utility industry, please visit: [www.netscout.com/solutions/utilities](http://www.netscout.com/solutions/utilities)

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