

Insurance Provider Assures Reliable Remote Office Communications and Wi-Fi Performance With NETSCOUT Observability

How IT teams can improve MTTR with nGenius Edge Sensors in sales offices and headquarters

OVERVIEW

The Challenge

- Visibility gaps across wired and Wi-Fi infrastructure at a new headquarters
- Lack of dedicated IT support staff to validate service performance at remote sales offices

The Solution

- nGenius® Edge Sensor 490s
- nGeniusONE®
- nGenius solutions

The Results

- Improved troubleshooting and mean time to resolution (MTTR) by increasing observability across headquarters and regional branches
- Eliminated blind spots by capturing digital experience issues with packet-level detail to support users and customer service teams more effectively



Customer Profile

This European-based, global insurance provider delivers personal and group coverage to millions of policyholders through long-standing partnerships with major financial institutions. With a legacy of customer trust and a growing presence across multiple regions, the company supports its clients through a combination of in-person services and digital engagement. Following a recent merger and the construction of a modern corporate headquarters, the company sought to improve digital service quality and visibility across distributed branch offices and business-critical environments.

A long-time NETSCOUT® customer, the insurer had previously implemented nGeniusONE for core data center observability. The latest initiative focused on extending that visibility to the business edge to help maintain operational excellence across its evolving infrastructure.

The Challenge

In the fast-changing insurance landscape, where response times can mean the difference between success and failure, uninterrupted digital services are critical to maintaining revenue, business momentum, and service resilience. As part of a broader digital transformation strategy, this global insurer invested in a new corporate headquarters and integrated several branch offices through a recent merger. To support these efforts, IT leaders and existing teams collaborated with newly integrated colleagues from the merged organization to create a unified observability strategy—one designed to bridge operational differences, improve network performance, and proactively manage service delivery and compliance across both centralized and remote locations.

1. Validate Wi-Fi and Digital Workplace Experience at Headquarters

The company's newly constructed headquarters featured wired and wireless connectivity, and hosted executive teams and support staff who relied heavily on a mix of legacy unified communications (UC) services, newly integrated cloud-based collaboration tools, and voice services. However, the IT team lacked a reliable method to validate communication and collaboration system performance, proactively identify service degradations, or confirm that user experience matched expectations over both networks.

2. Extend Performance Assurance To Remote Business Offices Post-Merger

As part of a corporate merger, the insurer inherited multiple sales offices that lacked on-site IT support. These locations played a vital role in policy quotations, customer acquisition, policyholder satisfaction, and claims processing, but the infrastructure was shared and visibility was limited. IT teams and c-suite leaders needed a way to assess Wi-Fi and wired network conditions and resolve emerging service issues quickly.

3. Enable Localized Troubleshooting and Proactive Testing

The company's existing solutions provided observability at the data center level but left gaps at the business edge. Without synthetic testing and localized diagnostic capabilities, IT teams were left reacting to stakeholder complaints—often without sufficient context to troubleshoot issues efficiently. The need for a scalable, site-level observability approach was clear.

To address these challenges and modernize performance assurance across its newly expanded infrastructure, the insurer turned to NETSCOUT to deploy a scalable, enterprise-wide observability strategy.

Solution in Action

By expanding observability to include its new headquarters and regional offices, IT leaders aimed to establish a unified edge-to-core operational strategy to protect services and support the insurer's evolving business

infrastructure. NetOps, DevOps, AppOps, and other IT operations teams needed to swiftly and confidently address key operational and business goals.

Assuring Executive and Employee Wi-Fi and Ethernet Service Experience at Headquarters

With over 20 nGenius Edge Sensor 490 units deployed across six floors of the newly constructed headquarters, the IT team now continuously validates wired and wireless availability and the performance of collaboration applications used by executive leadership and employees. These Sensors perform deep packet inspection (DPI) across OSI Layers 2 through 7, capturing detailed insights into network and application traffic. By emulating user behavior through scheduled synthetic tests and generating Smart Data at the source, the sensors monitor services like Microsoft 365 and VPN over Wi-Fi and Ethernet—eliminating the need for constant oversight and manual triage.

Extending Visibility to Remote Sales Offices

Following the integration of branch offices acquired through a merger, the insurer deployed additional nGenius Edge Sensor 490 units at remote sites with limited or no on-site IT resources. These compact, cost-effective appliances operate independently to collect full-stream packet-level insights and execute synthetic tests from the edge. The devices validate service availability, latency, and application responsiveness, enabling IT to detect degradations, confirm uptime, and resolve issues across dispersed locations without physical intervention.

Streamlining Triage Through Smart Data Analytics in nGeniusONE

Performance data from all nGenius Edge Sensors is aggregated and analyzed in the centralized nGeniusONE solution. Together, nGeniusONE and nGenius Edge Sensors leverage NETSCOUT's Adaptive Service Intelligence® (ASI) technology to transform wire data into Smart Data, delivering real-time packet-level analysis of network and service performance. With service-centric dashboards and intuitive workflows, nGeniusONE enables

IT teams to view end-to-end performance, run dependency-aware diagnostics, correlate user experience insights, and proactively manage digital experience at scale—ultimately reducing MTTR.

This unified approach helped the insurer deliver scalable, consistent observability across its core, edge, and branch environments, paving the way for faster triage, data-driven decisions, and expected user experiences.

The Results

NETSCOUT's business edge observability solutions, deployed across headquarters and remote offices, helped the insurer transform its approach to managing digital experience. The IT team now proactively validates service quality using synthetic testing and Smart Data generated at the edge—enabling early warning and faster resolution of emerging issues by pinpointing what the problem is and where it's occurring. Wi-Fi performance, collaboration tools, application workflows, and other cloud-based services are continuously monitored to ensure consistent user experience and digital resilience.

Using nGeniusONE to centralize data correlation and core-to-edge insight analysis, IT teams can respond to issues faster and stay aligned with service-level goals across all locations. Extending the value of their existing nGenius solutions into remote offices, the organization gained deeper observability while maximizing its current investment. As the insurer continues to grow, NETSCOUT's scalable observability foundation ensures that edge performance never again becomes a blind spot.

LEARN MORE

For more information about NETSCOUT nGenius Edge Sensors, visit:

www.netscout.com/product/remote-isng-and-ngenius-edge-sensor

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