

# Strategic Observability Reduces MTTR to Protect User Experience in State Agency

With nGenius Enterprise Performance Management and NETSCOUT VaaS

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## OVERVIEW

### The Challenge

- Network infrastructure changes after undergoing DX initiatives required upgrades in network monitoring solution
- Excessive, unorganized performance alerts created unproductive noise for the IT team and slowed troubleshooting time dramatically

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### The Solution

- nGeniusONE® solution
- InfiniStreamNG® appliances
- vSTREAM® appliances
- NETSCOUT Visibility as a Service (VaaS)

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### The Results

- IT team was able to resolve high-priority performance issues before user experience quality was impacted
  - Assistance from 24x7 VaaS team directed IT team to the root cause of performance issues to help slash MTTR
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### Customer Profile

This large state agency is a longtime NETSCOUT® customer of both nGenius Enterprise Performance Management and NETSCOUT Visibility as a Service (VaaS) support. Similar to many other government agencies, constituents leverage countless resources online, for example for state tax returns, filings for unemployment, drivers license applications at the registry of motor vehicles, and wellbeing benefits from health and family services just to name a few. Constituents depend on this state agency for reliable access to essential services each and every day.

### The Challenge

Due to a variety of recent Digital Transformation (DX) and cloud migration initiatives executed to support business growth, the organization's network had evolved in both traffic volume and higher capacity links which necessitated upgrades in their existing InfiniStreamNG (ISNG) deployment. The state agency had identified their primary data center, several medium-sized data centers, a smaller data center collocated with the primary for fallback, and their disaster recovery site that would require upgrades in their ISNG appliances.

Peak traffic times had put overwhelming pressure on the network, resulting in bottlenecks and network and application performance slowdowns affecting employee productivity and the quality of constituent user experiences. Information overload from alerts throughout their environment made it nearly impossible for the agency's IT team to troubleshoot performance issues efficiently. On top of that, because they were also lacking cloud visibility, they were unable to determine the root cause of business-critical SaaS application performance disruptions – which accounted for a significant portion of their environment after their cloud migration initiatives were completed.

## Solution in Action

By upgrading their existing ISNG appliances, the organization was better positioned to support network operations, assure performance, and help maintain business continuity. The IT team leveraged VaaS experts to help with their capacity planning efforts and support future expansion and DX initiatives by implementing additional NETSCOUT instrumentation. They added vSTREAM appliances in their virtual VMware environment to increase observability and provide the IT team with a clearer network-wide picture to monitor business-critical applications. As they continued to support cloud migration initiatives, they relied heavily on the performance of SaaS applications that both employees and constituents used daily.

The VaaS team continues to provide 24x7 support to the agency's IT team. Using the VaaS executive dashboard and threshold alerts set in place for DNS, LDAP, and many of their business-critical applications, NETSCOUT experts are notified of potential performance disruptions and can swiftly prioritize remediation of alerts in nGeniusONE. These unique filtering capabilities help sift through the noise and streamline the ticket management process for the IT team. Packet-level insights and service triage workflows help the organization reduce Mean Time to Repair (MTTR) and often rectify performance disruptions before constituents even encounter a user experience quality issue.

## The Results

With the continued help of the NETSCOUT VaaS team, this state agency was able to upgrade their environment to support shifting operational needs and implement nGenius Enterprise Performance Management instrumentation to give them end-through-end observability. This helped the agency's IT team navigate their infrastructure changed and enabled them to:

- Monitor all their business-critical, voice, video, and data applications— using an independent, vendor-agnostic solution with intuitive dashboards to streamline packet-level information at once source.
- Filter through the noise — by employing intelligent threshold alerts and filtering capabilities to reduce false positives of performance issues and address true high-priority alerts.
- Plan for capacity changes — by proactively using the nGeniusONE Executive Dashboard to assess network bandwidth and traffic patterns to plan for peak times and high usage events.
- Support digital transformations — such as cloud migrations or the expansion of SaaS applications used daily by employees and constituents with before, during, and after views and analysis of performance. They are ensuring the quality of user experience before and after migrations are maintained and when they aren't, there is troubleshooting support at their fingertips.
- Minimize user experience impact — despite this government agency IT organization operating lengthy business days, by relying on 24x7 VaaS support, they are providing constituents with quality digital experience when THEY need it. VaaS is continuously monitoring and resolving performance problems before user experience or employee productivity is affected, even outside of business hours.

Using the power of Deep Packet Inspection (DPI) at scale, this state agency's IT team is equipped to provide the services their constituents rely on and expect. They continue to see the value in their nGenius Enterprise Performance Management solution investment and engage in regular meetings with the NETSCOUT VaaS team to assess the health of their environment, optimize network and application performance, and continue to slash Mean Time to Repair (MTTR) when performance disruptions do inevitably occur. The NETSCOUT VaaS team has been instrumental in accelerating time to value with this state agency's investment in nGenius Enterprise Performance Management solutions, enabling the agency to reliably deliver critical services to constituents.

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