

nGenius Enterprise Performance Management Is a “Best of Both Worlds” Approach to User Experience



The open-ended global pandemic's impact on how enterprise businesses and government agencies maintain business continuity has challenged information technology (IT) conventions regarding how best to assure that employees and customers can reliably access critical services, regardless of platform or location.

“A whopping 90% of companies plan to implement return-to-office policies by the end of 2024.”

– Source: [Resume Builder Report, August 2023](#)

Employees in remote offices, coffee shops, homes, hotel rooms, and headquarter offices are now accessing multiple application infrastructures (e.g., UCaaS, CCaaS, SaaS, cloud, data center, edge compute) directly over the internet, effectively extending visibility gaps across modern environments. This means greater complexity for IT teams attempting to assure and monitor the business edge and ensure quality user experiences.

Employees today are typically bypassing traditional enterprise data center monitoring points as they connect to applications hosted in colocation sites, cloud, or in SaaS and UCaaS environments via the internet from wherever they are located. As a result, for commercial businesses and government agencies, delivering always-available financial, retail, telemedicine, and agency services now depends on supporting exponential increases in digital transactions from a myriad of devices, platforms, and locations over an infinite variety of paths throughout the ecosystem.

Our Approach

Historically, NETSCOUT® has offered our nGeniusONE® solution, a core part of nGenius® Enterprise Performance Management, to help extend service triage capabilities to cloud, SaaS/UCaaS, and business edges, delivering deep packet inspection (DPI) at scale for comprehensive observability at high-impact locations of the enterprise. NETSCOUT nGenius Enterprise Performance Management provides a unique combination of monitored real-user traffic packets and packets from synthetic tests for early warning of emerging issues enables enterprises to assure network and application performance and user experience.

With the ongoing IT operations churn associated with how best to support the user population—including employees, customers, or patients—NETSCOUT re-imagined the solution in a way that elevates the respective benefits offered by both technology approaches. This next-generation approach combines packet-based and synthetic testing in a single solution that offers the “best of both worlds,” delivering enhanced visualization across all service edges to better support how users access any application service, anywhere.

Our Solution

NETSCOUT nGenius Enterprise Performance Management

- Performs synthetic transaction testing to measure user experience and smart data at the business edge where the network meets the user community.
 - Detects user experience problems with contextual drill-down into nGeniusONE service monitors for precise troubleshooting.
 - NETSCOUT smart data generated end-through-end by InfiniStreamNG® (ISNG) and vSTREAM® for advanced nGeniusONE network, application, and UC&C analytics.
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NETSCOUT's nGenius® Enterprise Performance Management is a first-of-its kind, integrated approach to harmonizing smart data analytics with synthetic transaction testing metrics to deliver observability and support necessary to assure high-quality user experiences for any application, from any location, over any platform.

nGenius Enterprise Performance Management leverages NETSCOUT's unique blend of scalable deep packet inspection, packet-based performance monitoring, and synthetic testing. The solution includes nGeniusONE with ISNG appliances in strategic locations throughout the network, data centers, and cloud edge locations. The nGenius solution also analyzes data collected by the vSTREAM virtual appliance deployed in virtualized environments in the cloud, colocation sites, and private data centers.

Those data sources leverage NETSCOUT's patented Adaptive Service Intelligence® (ASI) technology to provide smart data for smarter analytics in nGeniusONE.

In this way, NETSCOUT nGenius Enterprise Performance Management addresses IT operations' requirements regarding hybrid workforce operations, including:

- Monitoring user experience in real-time, from any location, across any application or platform, in a sustainable manner.
- Providing root cause analysis that identifies whether user experience issues relate to their local environment (e.g., wifi, ISP, VPN, VDI), service provider (e.g., SaaS or UCaaS), or cloud service.
- Reducing the days and hours currently spent in gathering diagnostic data on user experiences at the business edge.
- Cutting user-experience issues lingering for days and, in some cases, weeks by using a top-down NETSCOUT troubleshooting process that offers intuitive workflows.
- Returning business unit operations to reliable performance.
- Identifying whether their “as-a-service” and hybrid cloud vendors are delivering in compliance with established SLAs, with forensic-quality analytics and reporting to provide as evidentiary support.

Our Value

NETSCOUT delivers enhanced value to our global customer base by providing the following capabilities:

- **Avoid Disruptions** – Early warning of emerging problems accelerates Mean Time to Knowledge (MTTK) and resolution, and may avoid broader outages.
- **Protect Productivity** – Delivers employee digital experience assurance that protects productivity, customer service, and revenue.
- **Lower MTTR** – Borderless observability across domain edges, including hybrid cloud, WAN and SD-WAN, and SaaS/UCaaS, reduces vendor finger-pointing and overall Mean Time to Repair (MTTR).
- **Improve Performance** – Complete observability from anywhere, for any service, improves application performance.
- **Reduce Complexity and Costs** – A single vendor for user experience and performance management through the transaction ecosystem reduces costs and complexity.

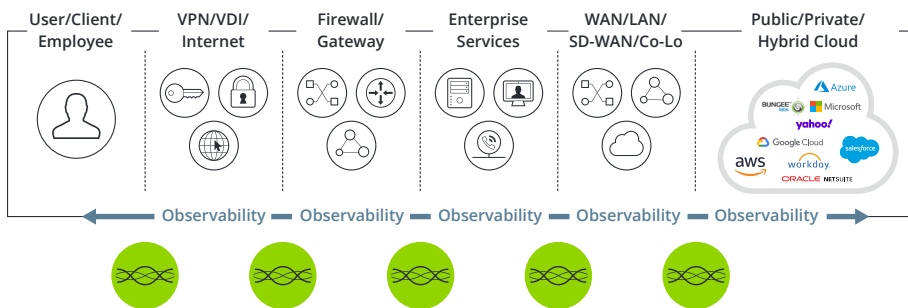


Figure 1: NETSCOUT nGenius Enterprise Performance Management combines passive, packet-based monitoring and active, synthetic testing to provide network, application, service, and user experience manageability across all service edges.

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