# NETSCOUT

I CASE STUDY I

# Global Investment Bank Reduces Downtime from Weeks to Minutes with NETSCOUT Solutions

## nGeniusONE and nGeniusPULSE Provide Visibility into Important Banking Applications, Web Services, and Video Conferencing

## OVERVIEW

### The Challenge

- IT struggled with visibility into critical applications and services. They were suffering from intermittent outages to their business services customers and needed visibility to address downtime

- Multiple mergers and acquisitions led to frequent network changes that were poorly documented. IT struggled to verify service availability to remote branch offices

- New state-of-the-art video conferencing system used by the CEO plagued with call drops and other quality issues upon rollout

### The Solution

- nGeniusONE® Service Assurance platform
- InfiniStreamNG™ appliance
- nGenius®PULSE

### The Results

- Improved quality of end-user experience
- Better cross team collaboration
- Increased customer satisfaction
- Reduced MTTR from weeks to minutes



## Customer Profile

This global investment bank operates in 35 countries across the Americas, EMEA, and Asia-Pac. With over 50,000 employees, they provide investment services and investment management services to corporations, institutions, and investors all over the world. As a long-time customer of NETSCOUT®, this bank is committed to assuring service delivery to their end users at each stage of investment, from initial deposit through to trading, holding, management, distribution and restructuring.

## The Challenge

Customers and employees of this bank rely on critical applications and business services for important functions such as clearing financial transactions, portfolio management, and treasury services to help them manage trillions of dollars in investments. The bank's IT staff were struggling with intermittent disruptions and outages to these services. They lacked the visibility to identify or quickly resolve problems when they arose. Uptime and performance visibility were key to this team.

Unified Communications and Collaboration (UC&C) services were a particular pain point. Recently, IT had deployed a new state-of-the-art video conferencing application so that the CEO could address the company at all hands meetings. The service needed to support hundreds of employees connecting simultaneously, but the first video conference they used the service for did not go well. Calls were dropped in some cases and call quality was poor for others.

ENTERPRISE

## Solution in Action

In order to improve the reliability of the bank's vitally important business services, IT turned to NETSCOUT to provide critical insights into network, UC&C, and application issues. The nGeniusONE Service Assurance Platform, with custom service dashboard, MQ monitor, Web Services monitor, and Media monitor views, helped IT gain end-to-end visibility into where their problems were occurring, whether in the database, web server, application server, or back-end supporting service. Application owners were empowered with custom-built dashboards to proactively find and resolve issues on their own, without needing to escalate to a broader team to help investigate. InfiniStreamNG appliances, which transform wire data into Smart Data for proactive detection and troubleshooting, were used to build out a Smart Data Core of visibility across the bank.

In one instance, there was an outage which had lasted 18 hours where an application that uses MQ on the backend to clear financial transactions was failing. Using the specialized MQ Monitor view inside nGeniusONE, IT uncovered in minutes that the MQ servers were generating transaction failures on certain message types. The issue was escalated to the team that owned those servers and was quickly resolved.

To augment their nGeniusONE deployment, IT also deployed nGeniusPULSE. This bank does frequent mergers and acquisitions, which necessitates a lot of network changes. IT struggled to keep on top of all the changes, or to validate services after scheduled maintenance windows to ensure the campus and branch office locations were still operational. nPoint devices were deployed at key branch office locations to test the health and availability of important business services, predominantly web-based internal applications, to monitor customer transactions driving revenue for the bank.

Coming back to the video conferencing story from earlier, for the next call, IT pre-emptively staged the call and used nGeniusONE to identify the problem observed in the previous call. They were able to show that as session counts increased calls started dropping from a specific session border controller. It turned out there was a misconfigured setting from the legacy TDM configuration which was limiting the number of concurrent calls allowed across the link. Once this setting was changed, the video conference was a complete success.

## The Results

nGeniusONE and nGeniusPULSE have proven invaluable to the bank's IT team. Since implementing this powerful solution, IT has been able to proactively identify and isolate business critical application issues quickly, reducing mean-time-to-repair (MTTR) and speeding resolution of end-user impacting service degradations and outages, such as the MQ and video conferencing episodes mentioned above. By proactively averting unnecessary downtime – resolving any issues before they expand and impact a larger number of employees or customers – the nGeniusONE and nGeniusPULSE solutions enable IT to dramatically improve customer satisfaction.

By uncovering the root causes of transaction failures, or identifying the reason for call drops in important, company-wide video conferences, NETSCOUT has helped improve the overall quality of end-user experience, both internally and externally.

For this bank, the NETSCOUT story was all about uptime and performance of their critical business services. Before the nGenius solutions were deployed, they suffered from frequent outages, with upwards of seventy people pulled in at once to work on the most severe incidents. With nGeniusONE and nGeniusPULSE, outage durations were reduced from weeks to days, and from hours to minutes.

### LEARN MORE

For more information about NETSCOUT Capital Markets Solutions, visit:

https://www.netscout.com/solutions/trading-service-capital-markets

---

**NETSCOUT®**