



EXECUTIVE SUMMARY

As wireless networks have evolved to become more critical to businesses than ever, IT organizations struggle to ensure service delivery over a wireless infrastructure. While similar service delivery management challenges exist in the wired domain, the wireless domain is always in motion, increasing the challenge of locating and isolating performance issues and security breaches. Using Cisco's innovative location services from the Cisco® 3300 Series Mobility Services Engine, NetScout® has integrated location-based information into its Unified Service Management portfolio to enable IT staff to rapidly correlate physical location with service and performance delivery.

Whether the requirement is for an always-on approach to managing the performance of technology infrastructure and the applications that supports the wireless environment, or if it is managing the wireless domain itself, NetScout solutions enable IT organizations to optimize, protect, and simplify the delivery of services over both wired and wireless networks. NetScout solutions help to identify security risks, predicting and preventing performance problems and dramatically accelerating problem resolution. The result is a higher level of satisfaction and an improved quality of experience for network users, as well as increased productivity, greater operational efficiency, and improved cross-functional collaboration within the IT organization.

Partner Designation

- Cisco Developer Network

Associated Cisco Solution

- Cisco Unified Wireless Network
- Cisco Context-Aware Mobility Software
- Cisco Mobility Services Engine

Customer Benefits

- Help ensure and optimize service delivery over wired and wireless networks
- Minimize security risks with location-based rogue device detection
- Simplify management of wired and wireless infrastructure
- Help provide consistently high-quality user experience
- Prevent service delivery degradations and downtime
- Reduce cost of IT operations through improved operational efficiency and IT staff collaboration

Targeted Industries

- Enterprise
- Healthcare
- Retail
- Financial
- Manufacturing
- Public Sector
- Utilities
- Education

Geographical Regions Served

- Global

NetScout Systems: Network Service Delivery Management for Wired and Wireless Networks

Company Overview

NetScout Systems is the industry leader in unified service delivery management, helping to ensure comprehensive, end-to-end network and application availability and performance. For over 20 years, NetScout has delivered breakthrough packet-flow technology that provides trusted and comprehensive real-time network and application performance intelligence. These solutions enable IT staff to predict, preempt, and resolve network and service delivery problems while facilitating the optimization and capacity planning of the network infrastructure. NetScout nGenius® and Sniffer® solutions are deployed at more than 20,000 of the world's largest enterprises, government agencies, and service providers to help make sure that applications and the network are always available their users and customers.

NetScout Solution Description

The NetScout solution for the Cisco Unified Wireless Network includes Sniffer Global, a network analyzer platform for managing wired and wireless network segments in real-time, providing best-in-class packet capture, advanced protocol analysis, expert analysis and protocol decodes. Integrated with the Cisco 3300 Series Mobility Services Engine, Sniffer Global provides location-based unified wireless management capabilities to improve security and accelerate problem resolution. Use Sniffer Global to:

- Locate wireless clients experiencing application performance problems
- Locate clients or access points not using appropriate security
- Locate rogue wireless devices or access points
- Perform real-time, comprehensive, location-based troubleshooting for wired and wireless networks

The NetScout solution also includes nGenius Service Assurance, an end-to-end solution that enables always-on network and application performance management. Targeting the foundation technology infrastructure, nGenius provides comprehensive, service-level views into the overall health and performance of the infrastructure and applications supporting wireless service delivery. Using the nGenius intelligent early warning capabilities, IT staff can be alerted to emerging performance problems allowing the prevention and rapid resolution of service delivery degradations or interruptions.

Highlighted capabilities include:

- Extensive network and application performance management
- Highly granular troubleshooting capabilities
- Predictive alarms and event notification
- Voice-over-IP (VoIP) convergence management
- Policy validation and capacity planning

The nGenius Service Assurance solution accelerates problem resolution and increases operational efficiency, enabling IT organizations to optimize the delivery of services over wired and wireless networks. Providing common management data and views, NetScout solutions support effective collaboration across the IT organization, making it possible to reduce the number of management tools used and to lower the overall cost of IT operations.

Core Components of the NetScout Solution

- **Sniffer Global** is an enterprise-class, multiuser, portable network analyzer providing real-time plug-and-play segment-specific analysis for wired and wireless networks with unprecedented security and control. Sniffer Global integrates location information into device management views. Sniffer Global is the industry's first enterprise-class portable network analyzer solution that can control user activity such as what a user has access to and how deeply they may access and analyze network traffic or data.
- **Sniffer Portable Professional** is a single-user, plug-and-play, portable network analyzer that provides extensive, segment-specific, real-time management capabilities for wired and wireless networks. Sniffer Portable Professional provides the industry's most comprehensive range of advanced protocol decodes and expert analysis for monitoring and troubleshooting network and application performance issues.
- **nGenius Service Assurance Solution** is an always-on, unified service delivery platform that provides network and application performance monitoring, response time analysis, troubleshooting, and capacity planning capabilities. The platform analyzes and reports on information collected by strategically deployed InfiniStream® deep packet capture appliances and other strategic data sources, including Cisco NetFlow Collector data, for a comprehensive view of end-to-end network, application, service, and user performance metrics.

Related Cisco Products

Core elements of the Network Assurance solution from Cisco include:

- **Cisco Unified Wireless Network:** This multipurpose network is the only unified wired and wireless network solution to cost-effectively address the wireless network security, deployment, management, and control issues that businesses face, in addition to providing context-aware mobility.
- **Cisco Mobility Services Engine:** This platform hosts the Cisco Context-Aware software that captures, stores, and analyzes contextual information such as location from multiple wireless networks. This appliance-based platform offers an open API for consolidating and supporting an array of mobility services across wireless and wired networks.
- **Cisco Context Aware Mobility Software:** Contextual network information is captured, calculated, and stored by the Cisco Context-Aware Mobility Software module and is made available to the NetScout Sniffer Global solution through the Cisco open API, which is based on Simple Object Access Protocol (SOAP) and XML protocol.

For More Information

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