

NETSCOUT Announces Oracle Support with its nGeniusONE Service Assurance Platform and Adaptive Service Intelligence Technology

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Organizations use Oracle Database for developing highly scalable, secure, and reliable applications

WESTFORD, Mass.--(BUSINESS WIRE)--Oct. 26, 2015-- **NETSCOUT SYSTEMS, INC.** (NASDAQ:NTCT), a market leader in service assurance and cybersecurity solutions, today announced support for database market leader Oracle and its Oracle E-Business Suite (EBS) in the **nGeniusONE®** Service Assurance platform and Adaptive Service Intelligence™ (ASI) patented technology. NETSCOUT's enterprise customers are using the unique capabilities of the nGeniusONE platform to prevent and rapidly remedy the performance degradation of their Oracle database-supported application services.

Oracle databases and Oracle E-Business Suite (EBS) are widely deployed in many enterprise businesses today as part of their application services portfolio and database solutions strategy. When deployed in production environments the most critical business requirement is consistently high service availability and performance. This requires that all of the constituents work flawlessly, including EBS applications, Oracle databases, physical and virtual networks, servers, service enablers and user communities. Failure to accomplish this business objective will result in excessive downtime, lost data, service degradation and more, causing delays, lost revenue, poor customer support and user irritation. nGeniusONE Oracle Service Monitors and Service Dependency map reveal all the interdependencies between the service delivery components, and help quickly identify the root cause of service issues and drastically reduce the Mean-Time-To-Repair (MTTR).

The difference between NETSCOUT's ASI approach and others is directly tied to the analysis of the broader service

environment rather than narrow focus on just the Oracle database server itself. Typical application services consist of a complex set of interconnected servers (or layers) for them to operate effectively that include Oracle as a critical part of the service. A mix of application protocols may run over a globally distributed enterprise network environment that includes load balancers, firewalls, Web servers, application servers, database servers with clustering (Real Application Clusters – RAC), and critical enabling services (such as DNS, DHCP, Active Directory/LDAP).

“As a service provider delivering a wide range of solutions such as database administration (DBA) and business intelligence (BI), we help our customers leverage their database environments (such as Oracle, SQL Server, and DB2) efficiently, while improving their performance, security and availability. Our partnership with NETSCOUT provides us the seamless operational view of the Oracle database environment our customers require,” said Jean-François Paquette, founder and chief executive officer of NovaDBA. “The nGeniusONE platform enables us to quickly help our customers deploy and manage their Oracle EBS environments faster and with greater confidence, providing a faster ROI for the line of business. With real-time visibility into session workload on each database server, combined with robust capabilities to interpret Oracle’s rich error code fields and database commands, and nGeniusONE’s unique holistic view of the entire service, we can quickly pinpoint the factors contributing to the slow application response times and poor user experience, whether it is the server, the application or network-related.”

The nGeniusONE Service Assurance platform and ASI technology enable enterprises to quickly pinpoint the source of problems impacting application services by leveraging Oracle databases and applications. By analyzing the entire service environment, to pinpoint the true source of the problem, this innovative approach overcomes the inherent weaknesses of point management tools that look at symptoms one at a time, without context, and can only rule out one area of the environment. With broad views and analysis of the overall Oracle-enabled service and combining rich metrics and error information specific to Oracle services, NETSCOUT customers are achieving dramatic reductions in MTTR. In many cases, it also proves the performance issue is not an Oracle issue at all – Mean-Time-To-Innocence (MTTI) – and refocuses troubleshooting in the right direction.

“Service assurance is a critical business objective for applications deployed in the production environment. Since service quality depends not only on the application itself, but also on the network, servers, databases and other infrastructure components, establishing an end-to-end, service-centric view of IT operations through a single pane of glass is vital. NETSCOUT is addressing the requirement for unified visibility with high-value problem identification, service triage and resolution. NETSCOUT’s nGeniusONE Service Assurance platform offers unified visibility and enables IT teams to efficiently research performance issues, quickly identify the root cause in order to reduce MTTR and improve the customer experience,” said Shamus McGillicuddy, senior analyst, Network Management at Enterprise Management Associates.

“Only NETSCOUT’s nGeniusONE platform has the ability to analyze and show the Oracle database services simultaneously with the associated application servers, enablers, and network infrastructure,” said Tom Raimondi, vice president, Enterprise Business Operations at NETSCOUT. “This empowers IT teams to focus on the key metrics throughout the overall environment and quickly pinpoint the true source of the impairment impacting application service delivery.” Using the common workflows across all application tiers, the platform improves MTTK by enabling collaboration between network, application, and database teams. “This is the first of several upcoming announcements in support of critical business service assurance,” added Raimondi.

Availability and Pricing

The nGeniusONE platform powered by ASI technology is solving application and network performance management problems that impact Oracle-dependent services today. NETSCOUT offers solutions on a perpetual hardware license and/or annual subscription license basis. NETSCOUT has a simplified pricing model that offers the nGeniusONE platform with application service monitors, such as Oracle, incorporated in the integrated solution at no additional charge.

About NETSCOUT SYSTEMS, INC.

NETSCOUT SYSTEMS, INC. (NASDAQ:NTCT) is a market leader in real-time service assurance and cybersecurity solutions for today’s most demanding service provider, enterprise and government networks. NETSCOUT’s Adaptive Service Intelligence (ASI) technology continuously monitors the service delivery environment to identify performance issues and provides insight into network-based security threats, helping teams to quickly resolve issues that can cause business disruptions or impact user experience. NETSCOUT delivers unmatched service visibility and protects the digital infrastructure that supports our connected world. To learn more, visit **www.netscout.com**.

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