

NETSCOUT Announces Support for Unified Communications in Contact Centers with nGeniusONE Service Assurance Platform

2015-12-09

Organizations assure quality UC services in next-generation contact centers

WESTFORD, Mass.--(BUSINESS WIRE)--Dec. 9, 2015-- **NETSCOUT SYSTEMS, INC.** (NASDAQ: NTCT), a market leader in service assurance and cybersecurity solutions, today announced support for high-value Unified Communications (UC) initiatives being deployed in contact centers all over the world. The **nGeniusONE®** Service Assurance platform with Adaptive Service Intelligence™ (ASI) patented technology offers rich insights into VoIP, video, and collaboration services simultaneously with business data services. NETSCOUT's enterprise customers are using the unique capabilities of the nGeniusONE platform to dramatically reduce the time to pinpoint the root cause of service impairments impacting performance of customer-facing contact center services.

Contact centers are often the initial, and sometimes only, point of interaction for customers into your business. For this reason, a high-quality communication experience is essential to enhance the relationship, protect revenue and improve customer perception about the company. If user experience is poor during a call or collaboration session, transaction errors, dropped calls, long call times or long wait times may occur and cause customers to express dissatisfaction. These issues are difficult to resolve due to the complexity and number of interconnected component which comprise next-generation UC environments.

The nGeniusONE platform, with NETSCOUT's ASI technology, helps enterprises quickly pinpoint the source of problems impacting VoIP, video or collaboration services in next-generation contact centers. nGeniusONE has a holistic view of contact center UC environments, with specialized service monitors and Service Dependency maps, revealing the interdependencies between the service delivery components to help quickly pinpoint the root-cause

of UC issues and significantly reduce the Mean-Time-To-Repair (MTTR).

UC voice and video sessions depend on the efficient functioning of many components: call servers, gateways, Session Border Controllers (SBC), SIP Trunks, load balancers, firewalls as well as key network services such as DNS, LDAP/Active Directory, not to mention any middleware or backend databases. nGeniusONE uniquely analyzes this broader service delivery environment as well as UC-related services leveraging ASI metrics and service monitors for Session Initiation Protocol (SIP) and Real-time Transport Protocol (RTP) to pinpoint the true source of the problem.

“High-quality communications experiences with contact centers are an absolute necessity in today’s competitive economic environment,” said Rich Costello, senior research analyst, Enterprise Communications Infrastructure with IDC. “Isolating any customer-impacting impairment quickly requires a broad view of the underlying environment in addition to call path analysis with rich metrics and specific error information. NETSCOUT’s nGeniusONE Service Assurance platform provides unified visibility that enables IT and UC teams to efficiently collaborate on researching and resolving performance issues and restoring quality customer experience with the contact center.”

“Contact centers represent the customer facing part of the enterprise, such that deployment of faster, better, more engaging technology can result in more satisfied customers who spend more time and money with your enterprise,” says Paul Barrett, enterprise chief technology officer at NETSCOUT. “nGeniusONE protects these investments in contact centers by ensuring that cutting edge UC technology is delivered at the highest standard, downtime is minimized with reduced MTTR, and customer communications into your call center are not impaired by poor call quality or long wait times.”

To learn more about how nGeniusONE for UC in Contact Centers reduces MTTR and quickly pinpoints the true source of the issues impacting call quality and connection issues, NETSCOUT is hosting a webinar December 16th. For more information and to register for this webinar, please visit

<http://www.netscout.com/webinar/ensuring-high-quality-communications-in-contact-centers/>

Availability and Pricing

The nGeniusONE platform powered by ASI technology is solving application, UC and network performance management problems that impact contact centers 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 SIP and RTP, incorporated in the integrated solution at no additional charge. Richer monitoring and media analytics are available with a value-added UC software license.

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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