NETSCOUT

NEWS RELEASE

NETSCOUT Honored for Delivering 'World-Class' Customer Service

2016-04-14

Receives Omega's prestigious NorthFace ScoreBoard Award[SM] for sixth time for exceeding customer expectations

WESTFORD, Mass.--(BUSINESS WIRE)--Apr. 14, 2016-- **NETSCOUT SYSTEMS, INC.** (NASDAQ: NTCT), a market leader in service assurance and cybersecurity solutions, announced today that it has received the **NorthFace ScoreBoard Award[SM]** from **Omega Management Group Corp.** in recognition of achieving excellence in customer service and support in 2015. Since 2000, the award has been presented annually to companies who, as rated solely by their own customers, exceeded expectations in customer satisfaction during the prior calendar year. Omega is an expert in customer experience management (CEM) strategy, and helps companies boost revenue and profits by consistently exceeding customer expectations for service quality.

"The NorthFace ScoreBoard Award recognizes organizations who not only offer exemplary customer service, but who also center their existence on a deep commitment to exceeding customer expectations," said John Alexander Maraganis, president & CEO of Omega. "In 2015, more than 275 projects, many international in scope, were judged from scores of companies based in the U.S. and abroad. The majority of companies are repeat recipients, which shows that, despite the tough economy, implementing a CEM strategy is a reliable, proven way to achieve business success."

"We are pleased to be a six-time recipient of this award that recognizes our continued focus to provide exceptional services that connect with our customers' needs," said Tracy Steele, vice president, global technical support services, at NETSCOUT. "We thank our customers for having confidence in NETSCOUT's ability to provide value and improve their operational efficiency. Our services personnel are dedicated to the ABC's of exceptional customer experience by always being connected to our customers' mission to provide Service Assurance solutions across the globe."

Omega's methodology measures customer satisfaction and loyalty levels on a 5-point scale (or equivalent) four times during the year in such categories as technical support, field service, customer service and account management. NorthFace ScoreBoard Award recipients are companies who, based solely on survey responses from their own customers, achieved a 4.0 or above out of a possible 5.0.

"Due to its unique 'customer-only vote' criteria, the NorthFace ScoreBoard Award has been viewed from its inception as the only objective benchmark for excellence in customer service," Maraganis said. "Our research indicates that companies that consistently achieve a 4.0 rating or above, which we call the 'Loyalty Zone,' are succeeding in locking in profitable, long-term customer relationships, and this significantly raises the bar on their competitors."

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**.

©2016 NETSCOUT SYSTEMS, INC. All rights reserved. NETSCOUT, the NETSCOUT logo, Adaptive Service Intelligence, Guardians of the Connected World, InfiniStream, nGenius and nGeniusOne are registered trademarks or trademarks of NETSCOUT SYSTEMS, INC., and/or its subsidiaries and/or affiliates in the USA and/or other countries. Third-party trademarks mentioned are the property of their respective owners.

View source version on businesswire.com: **http://www.businesswire.com/news/home/20160414005898/en/**

Source: NETSCOUT SYSTEMS, INC.

NETSCOUT SYSTEMS, INC.
Donna Candelori, +1-408-571-5226
donna.candelori@NETSCOUT.com