NETSCOUT

NEWS RELEASE

NETSCOUT Honored for Delivering 'World-Class' Customer Service

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

WESTFORD, Mass.--(BUSINESS WIRE)--Mar. 21, 2017-- **NETSCOUT SYSTEMS, INC**., (NASDAQ: NTCT), a leading provider of business assurance, a powerful combination of service assurance, cybersecurity, and business intelligence solutions, today announced that it has received the **NorthFace ScoreBoard Award[SM]** from **Omega Management Group Corp**., in recognition of achieving excellence in customer service and support for **NETSCOUT nGeniusONE® Service Assurance** solutions in 2016. 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 and chief operating executive, Omega. "In 2016, more than 290 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."

"From our ten support centers around the globe, and backed by the strength of our entire organization, NETSCOUT's technical support and education teams have a relentless focus on our customers' success in the connected world," said Tracy Steele, vice president, global technical support services, NETSCOUT. "Our responsive, highly-trained staff is eager to provide differentiated services that our customers rely on to improve their bottom

line. Receiving this award for the seventh time validates our commitment to enable our customers to realize the value of NETSCOUT's business assurance offerings."

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

NETSCOUT SYSTEMS, INC. (NASDAQ: NTCT) is a leading provider of business assurance – a powerful combination of service assurance, cybersecurity, and business intelligence 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** or follow @NETSCOUT on Twitter, Facebook, or LinkedIn.

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