NETSCOUT

NEWS RELEASE

NETSCOUT Honored for Delivering World-Class Customer Service

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Receives CRMI's prestigious NorthFace ScoreBoard Award℠ for exceeding customer expectations

WESTFORD, Mass.--(BUSINESS WIRE)--May 15, 2018-- **NETSCOUT SYSTEMS, INC.**, (NASDAQ:NTCT), a leading provider of service assurance, security, and business analytics, announced today that it has received the **NorthFace ScoreBoard Award℠ (NFSB)** from **Customer Relationship Management Institute LLC (CRMI)** in recognition of achieving excellence in customer service and support for **NETSCOUT nGeniusONE® Service Assurance** solutions in 2017.

Since 2000, the award has been presented annually to companies who as rated solely by their own customers, exceeded their expectations in customer service. Each year thousands of companies both domestic and international are invited to apply for the NFSB Award in such categories as technical support, field service, customer service, professional services, account management and other customer facing groups. The NFSB award audit criteria includes providing CSAT survey results for the calendar year, achieving CSAT rating of 4.0 out of 5.0 or equivalent rating system such as NPS, successfully passing an audit of CSAT survey results and providing written verification of CSAT survey results by the company's executive management. The majority of NFSB award companies are repeat recipients, which shows that investing in implementing a CX Strategy is a reliable, proven way to achieve business success.

"The NorthFace ScoreBoard Award is widely recognized as the most prestigious award for customer service excellence due to its unique customer only vote criteria. The award also recognizes organizations that not only offer exemplary service but, those who have chosen to make their CX Strategy a key component of their company's DNA," said John Alexander Maraganis, President & CEO of CRMI.

“We are pleased and thankful to our customers for bestowing this honor on the global services team for the 8th time. This independent survey validates the commitment of the entire NETSCOUT organization to deliver state-of-the-art products that are supported with quality, relevant services which exceed our customers’ expectations,” said Tracy Steele, Vice President, Global Services Operation. “Our highly responsive Global Services organization is relentless in working with our customers to gain visibility and realize the full value of their NETSCOUT solutions.”

About NETSCOUT

NETSCOUT SYSTEMS, INC. (NASDAQ: NTCT) assures digital business services against disruptions in availability, performance, and security. Our market and technology leadership stems from combining our patented smart data technology with smart analytics. We provide real-time, pervasive visibility, and insights customers need to accelerate and secure their digital transformation. Our approach transforms the way organizations plan, deliver, integrate, test, and deploy services and applications. Our nGenius service assurance solutions provide real-time, contextual analysis of service, network, and application performance. Arbor security solutions protect against DDoS attacks that threaten availability and advanced threats that infiltrate networks to steal critical business assets. To learn more about improving service, network, and application performance in physical or virtual data centers, or in the cloud, and how NETSCOUT’s performance and security solutions, powered by service intelligence can help you move forward with confidence, visit **netscout.com** or follow @NETSCOUT and @ArborNetworks on Twitter, Facebook, or LinkedIn.

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