NETSCOUT®

Financial Services Provider Turns to NETSCOUT for Security and Services Assurance Visibility

Tap-to-tool offering wins over both security and network specialists

OVERVIEW

Business Challenge

- Need to support an inline security deployment to meet data privacy and high-availability demands for a financial services firm
- The team needed to provide a solid foundation for expansion into service assurance application

NETSCOUT Solution

- nGenius® 4200 series packet flow switches provide a risk-free approach to inline (active) security on a production network
- nGenius 5000 series switches deliver cost-effective aggregation
- nGeniusONE® service assurance platform provides complete visibility into network performance

Business Value

- "Tap-to-tool" approach enables security and network operations to utilize the same packet flow visibility
- Solid partnership with NETSCOUT® eliminates purchasing and support headaches
- Network team is confident that nGenius will meet current and future needs for network performance and security

Customer profile

The customer is a financial services company that specializes in alternative solutions to financial needs. It provides Visa® Prepaid debit cards, Prepaid Debit Mastercard® cards, and commercial prepaid cards in the U.S. The company addresses the financial needs of the tens of millions of underbanked consumers who do not have a traditional bank account. It is also a provider of commercial payroll card solutions that eliminate the needs for paper checks in favor of a prepaid card. The financial services firm is a leading player in the market with more than 10 million customers.

Business Challenge

The security of the network processing sensitive financial information is paramount. Customer experience and uptime of the network is also critical in this highly competitive market. Availability of services is critical as the network must be online around the clock for such a high-profile application, where every customer can potentially be affected by downtime. The firm must carefully balance security and privacy of data with meeting the high standards the financial regulations have set in serving the market. The team needed to support its service assurance and cyber security systems, and do so within tight budget constraints.

The network team evaluated several vendors, with a goal of providing a solid foundation for both service assurance and security assurance needs. The most pressing need was providing network visibility to active (inline) security systems, where the risk of network disruption is especially high, since these systems process live, production traffic. The IT team needed not just a security solution, but a solid partnership with a vendor who could stand behind its products.

NETSCOUT Solution

The customer implemented a NETSCOUT solution that includes taps, packet flow switches, nGeniusONE and nGeniusPULSE. Supporting active (inline) security was critical to their environment, and key capabilities in the nGenius 4200 series packet flow switches made the NETSCOUT solution the best choice.

NETSCOUT's nGenius 4200 series packet flow switch met the company's critical needs in the security visibility area. These versatile appliances provide traffic-flow management for both service assurance and cyber security systems.

The financial services firm has expanded the packet flow switch deployment with the new nGenius 5000 series of open compute-based, software-driven packet flow switches. These devices address the need for cost-effective aggregation for the growing data center requirements.

NETSCOUT Solution in Action

The deployment added network aggregation capabilities, session-based/flow-aware load balancing, inline tool bypass option with policy-based event triggering and custom health check functionality. The NETSCOUT systems load balance the traffic in case of a period of heavy utilization, when most payroll is distributed. With NETSCOUT, the company can not only check that the inline security appliances are passing traffic, but also be sure the software is functional and blocking malicious packets. Combining nGenius 4200 series packet flow switch with inline security systems enables the customer to validate that the appliances are up and ready to perform at their highest competency and capacity – thus gaining optimal network intelligence.

Business Value

The financial services firm understands the value of a high-speed, high-availability network. In choosing the nGenius 4200 series packet flow switches, the IT team was able to achieve all of its critical needs for managing inline security and avoiding risk to the network. The guaranteed performance, even in the unlikely event of a security system failure, made the NETSCOUT platform a safe bet for the company. Meanwhile, the nGenius 5000 series packet flow switches allow for expansion of the visibility deployment without breaking the bank.

Seeing the quality of both the nGenius product and customer support, the company also opted to deploy NETSCOUT's service assurance platform, the nGeniusONE. NETSCOUT's "tap-to-tool" approach was viewed as the best option for the IT team who could centralize their purchasing and support with one vendor. Seamless integration between the nGenius packet flow switches and the nGeniusONE service assurance platform eliminated any potential headaches going forward.

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