VIAVI

Case Study:
State of Nevada

The State of Nevada Department of Information Technology (EITS) provides over 40 IT services to over 400 agency customers. Connecting all 17 counties, the Silver State's communication network transfers over 21 TB of traffic daily.

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>
> – **Landrin Long, IT Professional**
> **State of Nevada, Department of Information Technology** "

Challenge

The State of Nevada Department of Information Technology (EITS) manages a recently-expanded Tier 3 data center housing a mainframe, over 400 Windows servers, 55 UNIX servers, and over 120 TB of storage. Prior to purchasing the Observer Platform, the EITS experienced a lack of performance analytics, and problems isolating root cause between network or applications.

Customer Choice: Observer

The State of Nevada chose Observer over competitors because of brand reputation, performance analytics, packet capture and storage capabilities, as well as sales experience and customer care.

Use Case

The EITS uses Observer in the following ways:

- Troubleshooting after an event or degradation in performance

- Ongoing, proactive monitoring of network performance

- Analytics to justify IT initiatives and investments

- Secondary security use cases

Results

Observer helped the organization with faster troubleshooting by reducing mean time to resolution (MTTR) by 50-74 percent, as well as capturing packet data for security.

IT Professional, Landrin Long reports that with Observer, the IT team experiences better visibility and awareness, less finger-pointing from teams, and analytics that are easy to share.

"The ability to get an expert analysis relatively quickly is the best benefit," says Long. "The capture is constantly running, so we can analyze any time we like without setting up extra equipment."

Reducing troubleshooting time is important to Long who cites Observer as a key facet of the team's monitoring strategy.

"The options that are available and the power of the product is amazing," says Long. "We've solved problems faster with Observer than any other analyzing software we've had. It's easy to change the stream with the Matrix (network monitoring switch) as well."

This case study of the State of Nevada, is based on a March 2016 survey of Observer Platform customers by TechValidate, a 3rd-party research service.