



NETSCOUT

TruView

Review From A Customer



From IT Central Station, the leading review site for enterprise technology solutions.

Review by a Real User

Verified by IT Central Station



Director with 51-200 employees

Dom Fitzgibbon

WHAT IS MOST VALUABLE?

Being able to see both packet performance data, Netflow, and SNMP together in one screen makes problem resolution easy to tackle.

WHAT NEEDS IMPROVEMENT?

When I first reviewed the TruView solution today it was quite comprehensive but through the version releases Fluke Networks and now NETSCOUT have continued to make the product better. Whilst Citrix could be handled better like their nGenius product line (which does an excellent job) it copes with the centralised type of deployment TruView covers.

FOR HOW LONG HAVE I USED THE SOLUTION?

4 Years

WHAT WAS MY EXPERIENCE WITH DEPLOYMENT OF THE SOLUTION?

I have done a number of demos, PoCs and deployments and whilst all customers/users are different the tool deploys extremely easily. In fact setting up a system in a large government facility with over 33 sites was done in a day. The most work was getting the NetFlow feed from the routers. The TruView part was easy. The most work here was getting the list of IP ranges and subnets for site and application definition.

WHAT DO I THINK ABOUT THE STABILITY OF THE SOLUTION?

TruView is very stable. Whilst no product is devoid of bugs constant 24/7 usage with the product has not thrown up any stability issues.



[Read 0 reviews of TruView](#)

WHAT DO I THINK ABOUT THE SCALABILITY OF THE SOLUTION?

TruView says what it does on the tin. If it can capture traffic at 1G, 2G, 4G or 10G wire-rate it does. The onboard statistics will indicate any loss or discarded packets for the user to understand overloading of the solution. As there are a number of systems available it is certainly able to be overloaded with excessive packets in the packet engine or flows in the NetFlow collector component.

HOW IS CUSTOMER SERVICE AND TECHNICAL SUPPORT?

Customer Service: PlexNet Pty Ltd in Australia provides this aspect of NETSCOUT but I have found the local team to be very supportive. Whilst NETSCOUT don't have a large number of staff in Australia they are a very transparent organisation and provide good service to their partners. The global support team is also very responsive. Technical Support: As a partner managing local technical support and often involved in multiple cases I have found the NETSCOUT team to generally have a good level of support. Having support teams in both Europe and America makes things easier for us in Australia. Whilst some cases take longer than others the resolution time is pretty good.

WHICH SOLUTIONS DID WE USE PREVIOUSLY?

Over the years I have been involved with OPNET (acquired by Riverbed) and ClearSight (also acquired by NETSCOUT). I have found that from a simple network and application 24/7 tool the other products required a lot more 'engineering' effort to resolve issues.

HOW WAS THE INITIAL SETUP?

TruView takes only minutes to install. Once the IP addresses have been assigned it goes off and autodiscovers your infrastructure. Essentially from that moment you are collecting and analysing traffic. The application / server definition process afterwards can be done as time allows to tune the device. Auto baselining means that you don't even need to understand the application EURT and can be started immediately.

WHAT'S MY EXPERIENCE WITH PRICING, SETUP COST, AND LICENSING?

Licensing is very simple. There is the product and then Flow and VoIP licenses. If you just want to analyse standard application traffic then there is no more to spend. The Flow and VoIP licenses are inexpensive.

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