

nGenius Performance Manager Update Service

Assuring the smooth transition to nGenius Performance Manager, Version 4.9

Highlights

- Enable faster time to value and ensure a smooth transition to nGenius Performance Manager, version 4.9
- Reduce deployment downtime with NetScout Professional Services experts
- Efficiently educate IT team with transfer of new feature knowledge and best practices methodology and ease the burden of increased workloads and decreased staffing resources
 - Learn about reporting templates and report administration, changes in user administration, and improvements in server and device management

Service Overview

The nGenius® Performance Manager Update Service accelerates and streamlines the process of installing nGenius Performance Manager, v4.9 from a previous version of nGenius Performance Manager for customers who are eligible under the NetScout® MasterCare maintenance program. NetScout Professional Services experts will customize the solution to the customer's specific business requirements and do the following:

- Install nGenius Performance Manager, v4.9
- Perform updates
 - software and licensing
 - existing data and configurations to the new enhanced feature set
- Transfer new features and functionality knowledge and best practices methodology to the customer's IT team

Service Description

Addressing Time and Resource Challenges

Existing nGenius Performance Manager customers under MasterCare agreements receive nGenius Performance Manager, V4.9 without cost. However, NetScout realizes that many of today's IT organizations are operating with increased workloads and decreased staffing resources, which leaves little time for deploying new solutions or for keeping current with new releases. This service enables faster time to value, reduces system downtime, and optimizes the nGenius Performance Manager solution to meet the customer's specific business goals.

Facilitating the Adoption of New Enhancements

nGenius Performance Manager, v4.9 provides several significant enhancements over previous versions. New or improved features include:

- Template-based, any view /any metric reporting
- User administration enhancements
- Server management, including centralized update of servers and devices
- Precision Time Protocol time synchronization service
- SuperGroups for more flexible groupings of monitored elements
- Blackberry user interface
- ArcSight Security Information and Event Management (SIEM) integration

During the engagement, NetScout Professional Services experts install nGenius Performance Manager v4.9, update the existing data and configurations, migrate existing reports to the new, template-based version, and define customer-specific parameters for new alarm types and other features. As a final step, the NetScout consultant transfers knowledge of the new features and functionality to the local IT staff and provides best practice information on the use of nGenius Performance Manager, v4.9.

Time-Proven Process

The NetScout Professional Services team uses a systematic approach to updates and configurations resulting in faster installation, configuration and optimization of the nGenius Performance Manager, v4.9 solution while minimizing the burden on local IT staff. Before the NetScout consultant leaves the customer's site, they confirm that the solution is operating according to published specifications and is providing the data required to optimally manage the end-to-end service delivery environment. Chart 1 provides an overview of the nGenius Performance Manager Update Service methodology and tasks.

Key Capabilities

Chart 1: Overview of the nGenius Performance Manager Update Service methodology and tasks

Discover

- Gather information regarding existing nGenius Service Assurance Solution
- Backup all database and configurations, record custom settings for all nGenius Performance Manager servers and NetScout instrumentation

Prioritize and Plan

- Kickoff/design review meeting with customer to clarify and understand project requirements, logistics, and any other relevant issues
- Identify and prioritize reports and newspapers that require updating
- Determine hardware upgrade requirements, if any

Configure, Customize, and Tune

- Install software and update licensing
 - Upgrade nGenius Performance Manager server hardware to meet enhanced minimum requirements, if necessary
 - Install nGenius Performance Manager, v4.9 server software, including Global Manager, Standby Server, Sniffer Analysis and/or Sniffer Intelligence
 - Install nGenius InfiniStream v4.9 and/or nGenius Probe v4.9 software
 - Update Remote NewsStand to the new nGenius NewsStand Server
 - Install nGenius Virtual Agent v4.9 software
 - Install Blackberry Enterprise Server (optional)
- Convert reports
 - Convert Ad Hoc reports to new template
 - Convert old newspapers to new format
- Set/adjust alarm thresholds
 - Configure new device alarm parameters
 - Configure VoIP quality alarm parameters
 - Define Blackberry alarms
- Miscellaneous
 - Set up SuperGroups to reflect the structure of the enterprise
 - Enable VoIP MOS and R Factor monitoring and reporting
 - Configure Precision Time Protocol synchronization (optional)
 - Review user security options

Verify

- Confirm that implemented features meet customer needs and requirements as defined in the planning process

Report

- Share knowledge with customer, focusing on the differences between the customer's previous version of nGenius Performance Manager and version 4.9
 - Special emphasis is placed on providing understanding for the new reporting templates and report administration, changes in user administration, improvements in server and device management

Results: Fast Time to Value

The NetScout Professional Services team works closely with the customer's internal staff to develop and validate all project goals, and accelerate deployment. This results in fast time to value and enhanced client enablement through practical onsite knowledge transfer.

At the conclusion of the NetScout engagement, the nGenius Performance Manager provides a solid foundation for comprehensive network and application performance management, service and policy validation, and planning and optimization across global network environments. In addition, the IT staff receives the tools and knowledge to continue to expand and elevate the customer's service delivery assurance strategy.

Service Details and Pricing

The nGenius Performance Manager Update Service offering is typically a three to five day engagement. To request pricing information, please contact your account manager by calling 1-800-309-4804 or +1-978-614-4000 or by emailing consulting@netscout.com. The price does not include the cost to update or purchase new server hardware.

NetScout Professional Services

The NetScout Professional Services team provides efficient and effective deployment, post-deployment and specialized consulting services to clients around the globe and in every industry. With more than 200 years of collective expertise in infrastructure and network management, including in-depth knowledge of the Sniffer and nGenius solutions, NetScout consultants work closely with each client to understand the nuances of their particular service delivery environment and requirements. Leveraging NetScout Professional Services can ease internal staffing and time challenges, as well as accelerate time to value, reduce learning curves, and ensure and optimize the success of your NetScout environment.



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NetScout offers sales, support, and services in over 32 countries (see website for contact details).

For more information, please visit
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