



nGenius Service Delivery Manager

Why Consider nGenius Service Delivery Manager?

The nGenius® Service Delivery Manager helps IT organizations more effectively manage the user experience with unified visibility into end-to-end service delivery in context to how services are delivered and consumed. The nGenius Service Delivery Manager leverages the richness of data from the network packets, closing the gap between the network and business services, and enabling relevant and actionable management insight into the health and availability of delivered services and the user experience. By combining real-time and historical views of user-defined service domains, nGenius Service Delivery Manager facilitates a dynamic representation of all critical services that can be leveraged across the entire IT organization. This unique dashboard view automates the detection of real-time anomalies related to service performance and emerging security threats across physical, virtual and cloud-based services from the application hosting environment, through the network and to the user.

What Problems Does nGenius Service Delivery Manager Help Solve?

IT organization often struggle with the ever growing complexity of the service delivery environment and how to manage services efficiently to deliver consistent, high-quality service levels. This complexity stems from the reality that business services are no longer composed of a single application, but rather a collection of applications, middleware, network elements and technology enablers that work in unison. Keeping track of these moving parts has become profoundly difficult, especially when only a large array of technology-focused point management tools with disconnected metrics are available. This disconnected representation of data yields limited insight into the actual delivered service or user experience.

Additionally, IT organizations often find themselves reacting to end-user reports of application slowdowns. Due to the amount of redundancy and rerouting architected into these networks, actual hardware or

circuit outages are often concealed from the end users. However, the bigger challenge is how to address those often persistent and intermittent application degradations that represent an even greater impact to revenue, customer service, and employee productivity. Relying on strict “up, down, broken” analysis of network elements, applications servers, and end user devices results in diminishing returns when looking at service performance from an end user perspective. Today there is a growing reliance on always-on access to services and an ever increasing expectation that service levels will be high-quality and consistent. To meet these high end user expectations it is critical for IT organization to implement solutions that recognize emerging performance issues and threats that can have a significant impact on the end user or lead to service meltdowns.

nGenius Service Delivery Manager

The nGenius Service Delivery Manager delivers a real-time service dashboard providing unified visibility into end-to-end service delivery in context with how services are delivered and consumed to effectively manage the user experience. As the cornerstone of the nGenius Service Assurance Solution, the nGenius Service Delivery Manager module delivers a precise perspective of complex service delivery environments with a dynamic representation of service elements correlated with user experience. Working in unison with robust analytics that automate analysis and detect anomalies, and an intuitive, easy-to-use operating environment, nGenius Service Delivery Manager is truly optimized for end-to-end visualization of business services.

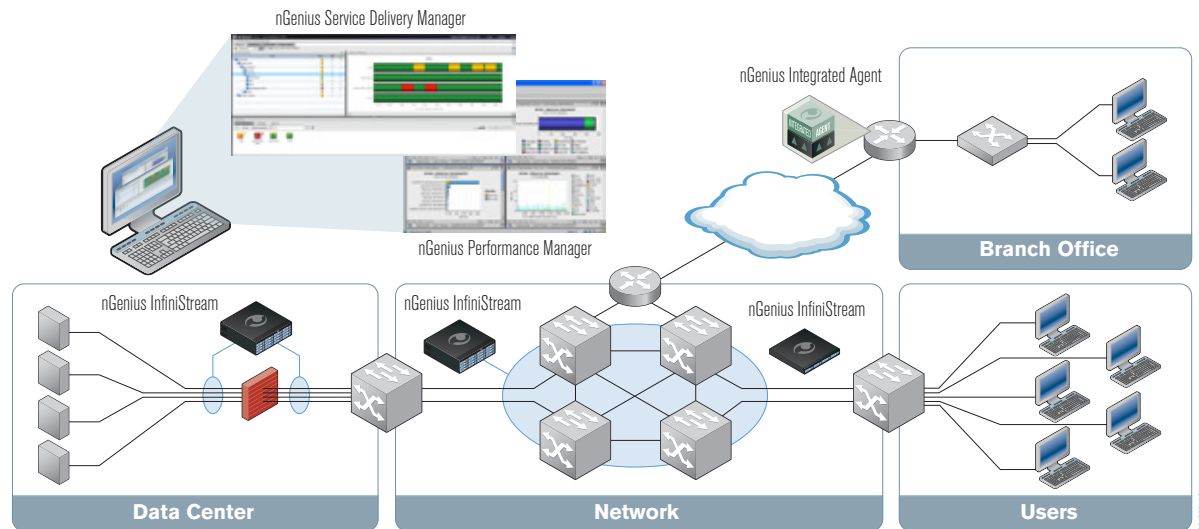


Figure 1: nGenius Service Delivery Manager resides on the nGenius Performance Manager server and applies intelligent early warning, flexible service views and a service centric workflow for a true understanding of how services are delivered and consumed.

ENTERPRISE SOLUTIONS

With contextual service visualization IT organizations gain a simplified view into service delivery that leverages flexible user-defined service domains, enabling IT organization to visualize services in context with business deployments. Combined with intelligent early warning that leverages highly optimized network-based anomaly detection to alert on service, application and network performance as well as identify potential security threats, nGenius Service Delivery Manager provides an understanding of service level performance in order to maintain a consistent user experience and improve operational productivity. Residing on the same physical server as nGenius Performance Manager, nGenius Service Delivery Manager leverages packet data collected by nGenius InfiniStream® appliances, nGenius Probes, nGenius Virtual Agent and nGenius Integrated Agent software strategically deployed throughout the network, providing pervasive end-to-end visibility. (See Figure 1).

The nGenius Service Delivery Manager dynamically models services in business context to represent how services are hosted, their inter-relationships, and how they are ultimately consumed. nGenius Service Delivery Manager gives IT organizations the flexibility to customize their service delivery management architecture to align with their unique operating environment, in order to:

- View end-to-end service delivery by specific applications or services, physical sites, logical workgroups, geographic regions, business units or specific users enabling a dynamic representation of service elements correlated with user experience revealing an unmatched view into end-to-end service delivery

- Take advantage of a proactive service management strategy that identifies anomaly trends and service degradations before they impact the end user
- Gain visibility into complex service delivery environments with the ability to look at all services, a sub-set of services or individual services to quickly understand performance
- View service delivery performance metrics in real-time along with over-time historical views, allowing IT staff to rapidly interpret anomalies and trends in context with expected performance levels
- Leverage service-oriented workflows to quickly drill down into a wide range of contextual data that enables quick assessment of a particular situation and effectively triage the impact

What are the Benefits of the nGenius Service Delivery Manager?

With nGenius Service Delivery Manager, IT organizations can gain better end-to-end service delivery knowledge to optimize and protect the delivery of business applications and services and predict and prevent performance issues. This in turn enables the efficient allocation of IT resources to focus on strategic projects rather than solving problems.

Contextual Business Views:

- A service-oriented approach to performance management with service-level management visibility
- Easy-to-navigate single-point-of-reference for intuitive visualization of service health
- Real-time and historical service performance visibility with easily understood actionable data to quickly spot anomaly trends and degradations to prevent service meltdowns

- Data dynamically displays relevant views and information based on selected domain or service to make decisions based on the impact of service disruption

Intelligent Early Warning:

- Predictive and proactive alerting identifies service impacting issues before users are impacted
- Automated alerts combine actionable insight with business relevance providing unified visibility across the IT organization
- Identifies risk caused by emerging threats and attacks often missed by signature-based security solutions providing a incremental layer of threat visibility
- Intuitive launch point for a powerful service-oriented workflow providing quick movement from problem identification to resolution
- Enables first-level staff to identify and resolve issues independently, or make rapid, more effective “next step” decisions to forward or escalate the incident
- Improves collaboration by providing a common set of data metrics and views, mitigating the need to re-analyze incidents as problems progress or escalate across the IT organization

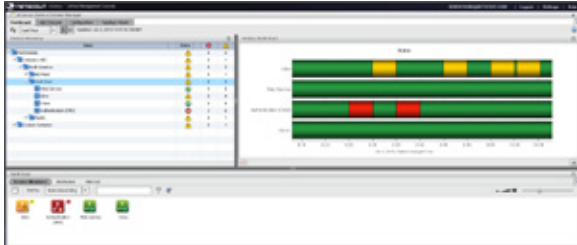


Figure 2: Flexible service views of the health of the unified service delivery environment



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