NETSCOUT®

nGeniusPULSE

Business users depend on IT to remain connected to the network and the applications that they need to do their jobs. But what if the application or service is not inside the traditional IT network? The network has expanded from the data center to include WAN, wired and wireless networks, formal offices and remote-user locations, and services hosted in the cloud – often by 3rd parties.

nGenius®PULSE uses active, synthetic testing to measure the availability and performance of SaaS applications, giving IT visibility into the expanded network and ensuring that service levels are met. Additionally active synthetic testing provides early detection so that IT is alerted to potential problems before they escalate into issues that affects business users, and provides visibility to areas of the network that aren't instrumented.

Hardware ("NETSCOUT Pulse 2000") or software-based ("Virtual Pulse") active

agents, test the network and applications from many locations simultaneously to provide awareness of service availability and performance from any location or endpoint. Pulses can be deployed wherever visibility is needed to test the selected services. The performance information is sent to the virtual nGeniusPULSE Server and is displayed in easy-to-read dashboards. Based on customizable thresholds, alerts are sent to identify and communicate availability and performance issues.

Challenges Addressed by nGeniusPULSE

Even if an application is deployed as a SaaS, managed by a 3rd party, and used in the office or remotely, business users expect IT to be responsible for availability and performance. IT faces many challenges meeting these expectations and delivering a high-quality user experience:

SaaS: With SaaS applications, IT is dependent on the 3rd party vendor. Often IT is forced into a reactive mode when availability or performance issues are reported by business users. And, even then, it is difficult to isolate where the problem is occurring. If the SaaS provider says their service is "up," how does IT validate or dispute poor vendor performance? Many SaaS vendors offer generic up-time SLAs and then provide generic reporting stats as proof of compliance. However, "up time" is very different from the SaaS application performing well enough for users to effectively do their jobs. IT needs visibility to identify who owns the issue and the data to report actual performance to their SaaS vendor.

Remote Locations/Users: Often, IT needs to test a service from the perspective of the end user regardless of where or how they are connected to the network. In addition, business users work from various locations - office, home, on-the-road, or even from the local coffee shop, and may experience access and performance issues from anywhere.

nGeniusPULSE for Testing SaaS

nGeniusPULSE is a highly scalable application performance testing solution that uses active, synthetic tests to measure the availability and performance of SaaS applications. Measuring the layer-3 ISP path from source to destination (from DNS to the application server), IT can use nGeniusPULSE results to quickly identify a problem domain so the correct team can start working for resolution.
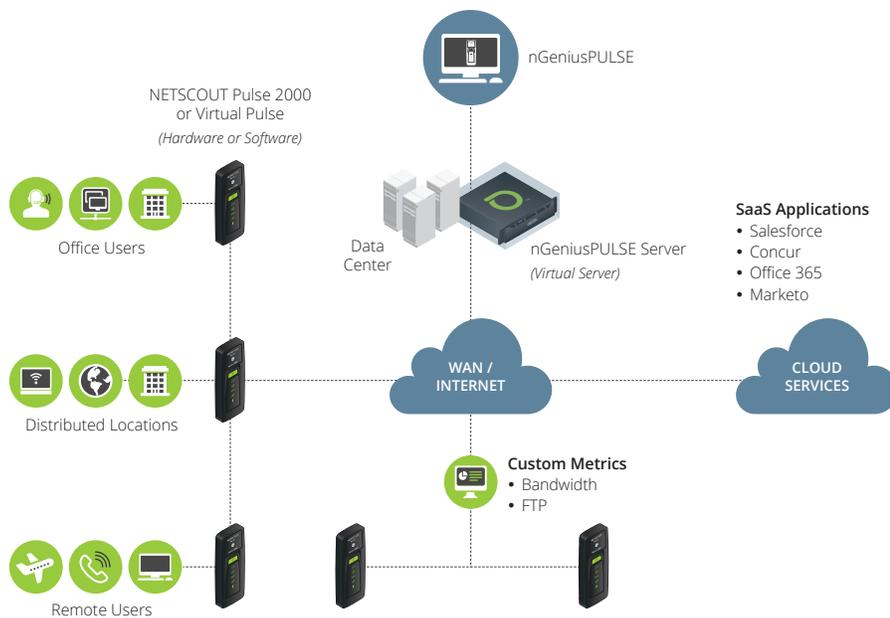

NETSCOUT Pulse 2000 or Virtual Pulse
(Hardware or Software)

Office Users

Distributed Locations

Remote Users

nGeniusPULSE

Data Center

nGeniusPULSE Server
(Virtual Server)

WAN / INTERNET

Custom Metrics
• Bandwidth
• FTP

SaaS Applications
• Salesforce
• Concur
• Office 365
• Marketo

CLOUD SERVICES

Figure 1: nGeniusPULSE monitors SaaS applications from anywhere.
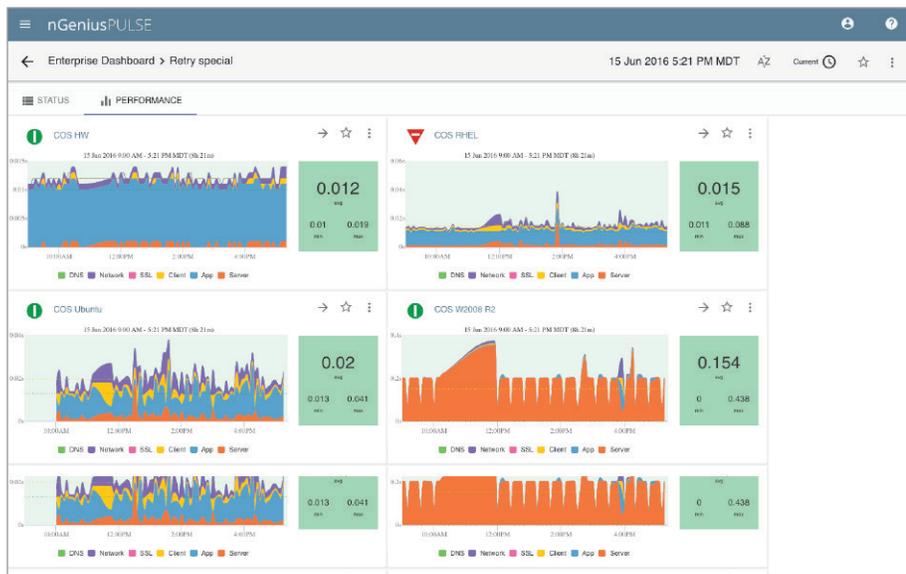
Figure 2: nGeniusPULSE Web Test with Response Time Breakdown.

With an easy-to-use deployment model and intuitive interface, IT can see results immediately:

Continuous Test: Routinely test a SaaS application. Easily configure testing of both availability and performance at regular intervals (e.g. every 2 minutes.) Measure service levels from anywhere with the ability to drill down into specific problem areas for fast problem domain identification.

Test-Now: Easily run on-demand tests for any SaaS application. The tests can be run from multiple locations simultaneously to "triangulate and compare" results and determine problem domains. nGeniusPULSE uses Geo-IP lookup to determine location and ASN-to-ISP mapping to show routes and destination of the services being tested.

SaaS: Perform HTTP and HTTPS tests to measure app availability and delay for DNS, server, client, network, SSL, and application delay.

Ping Test: Verify availability of a server or device.

Port Open Test: Verify availability of an application on a server.

Create Custom Tests: Specify metrics to routinely and automatically test, with results delivered to nGeniusPULSE dashboards.

Dashboards: View the status of all services tested from all locations in one dashboard. Then, drill down for test details and easy-to-read graphs and trend charts.

Alerts: Use pre-set thresholds or customize the thresholds of acceptable performance for each metric and receive alerts when those are not met.

Benefits of using nGeniusPULSE

· Manage Service Levels by testing the availability and performance of SaaS applications.

· Gain accountability for 3rd party SLA compliance with verifiable performance data to share with vendors.

· Test from anywhere to provide improved assistance to remote locations and users.

· Quickly isolate problem domain to assign to appropriate IT team; reducing MTTR.

· Improve business user experience to increase overall efficiency and productivity.

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