

nGeniusPULSE

IT infrastructure is undergoing a transformation. Public and private cloud technologies are being blended together with traditional on-premise data centers to create a new and more complex design for the delivery of applications to the business. For IT, this means ensuring the availability, reliability and performance of both the business services and the underlying infrastructure supporting those services. Managing the applications, physical and virtual servers and networks used to deliver services – combined with remote sites, mobile workforces, wired and wireless technologies, can seem overwhelming and be costly for everyone. Furthermore, this complexity and the sheer number of devices in today's infrastructure make it difficult to keep your finger on the pulse of the organization.

NETSCOUT's nGenius®PULSE delivers the insight into today's evolving IT infrastructure needed to ensure the availability, reliability and performance of your mission critical business services. nGeniusPULSE extends the service-oriented approach of nGeniusONE® and Adaptive Service Intelligence™ (ASI).

When a problem is identified by nGeniusONE and isolated as a potential infrastructure issue, IT can drill down directly from the nGeniusONE console to the underlying infrastructure element in question. With one contextual workflow, IT doesn't need stop the process and start using a separate infrastructure component monitoring tool. nGeniusPULSE combines the use of synthetic testing to measure the availability and performance of business services, including SaaS applications, with health monitoring of servers, network devices, virtual infrastructure, and wireless infrastructure. This combination gives IT visibility into the expanded enterprise to ensure that service levels are met and helps verify and troubleshoot infrastructure issues when they arise. In other words, nGeniusPULSE gives IT the "Pulse" of the organization.

Server, network and wireless device Infrastructure health is monitored via polling from the nGeniusPULSE Server to provide a holistic view of the user experience. Simultaneously, nGeniusPULSE uses native APIs to monitor VMware virtual infrastructure.

For business service availability and performance, hardware or software-based active agents, called "nPoints", are used to synthetically test applications from many locations concurrently to provide proactive awareness from virtually any location or endpoint. All performance information is sent to the nGeniusPULSE Server where it is displayed in easy-to-read dashboards and drill-downs. Based on customizable thresholds, alerts are sent to identify availability and performance issues.

Challenges Addressed by nGeniusPULSE

IT is expected to assure service delivery in increasingly hybrid environments that consist of on-premise and cloud applications, infrastructure - both physical and virtual, and access via wireless devices. Many challenges must be overcome to meet these expectations and deliver a high-quality user experience.

Server and Network Device Monitoring:

Once a problem has been identified, IT usually has to move to a separate component management tool to perform the final step of troubleshooting. This requires using multiple management tools from different vendors with little or no workflow between them; increasing the Mean Time to Know (MTTK). Another step may be required to determine which business services may be negatively affected by a component problem - further delaying problem resolution. IT needs a "top-down" view starting at the business service, with efficient monitoring configuration and smooth operational workflows to show correlating infrastructure components to quickly diagnose and resolve issues.

SaaS Visibility: With SaaS applications, IT is dependent on the 3rd-party vendor and often forced into a reactive mode when availability or performance issues are reported by business users working from many disparate locations where it is difficult to isolate problems. IT needs visibility to identify who owns the issue and the data to report actual performance to their SaaS vendor for faster resolution.

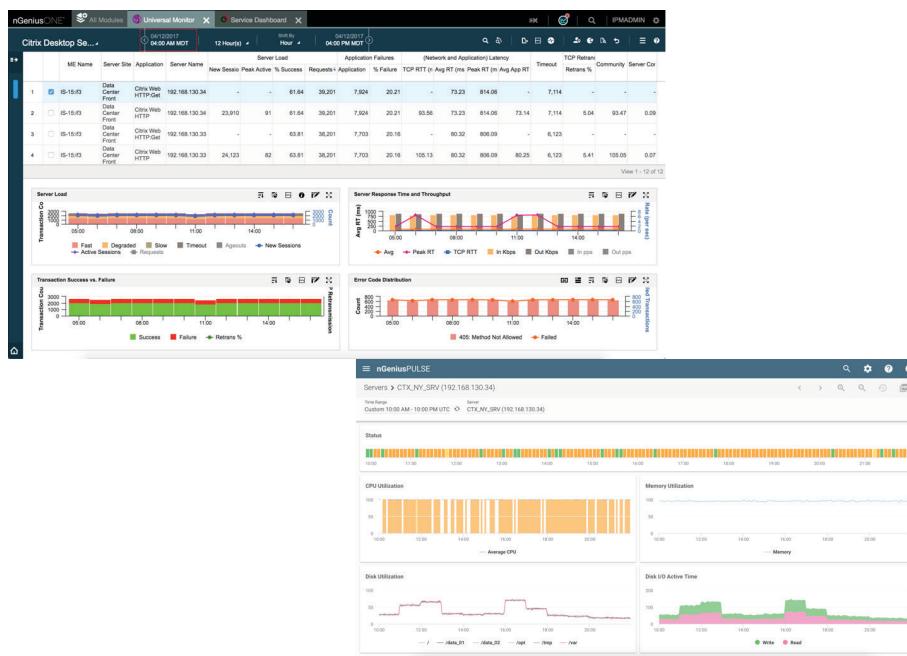


Figure 1: nGeniusPULSE monitors SaaS applications from anywhere.

nGeniusPULSE for Testing Infrastructure Health and SaaS Availability

nGeniusPULSE is a performance testing solution that monitors the health of the infrastructure delivering critical services. By starting with business service and moving to the delivery infrastructure, IT can use nGeniusPULSE results to quickly identify a problem domain so the correct team can start working for resolution.

Server Health: Availability and health monitoring of Windows and Linux servers. Monitor: Uptime, CPU, Memory, Disk Usage and I/O, Network I/O.

VMware Infrastructure Health:
Hypervisor and Virtual Machine discovery
and health.
Monitor: CPU, memory, disk and interface
key performance indicators. Provided in
VMWare context: vCenter, Data Center,
Cluster, Tags.

Network Device Health: Availability and health monitoring of routers and switches. Monitor: Uptime, CPU, Memory, Interface Status and Utilization.

Wireless LAN Infrastructure: Wireless LAN Controller and Access Point discovery and health.
Monitor: component CPU, memory, interfaces status; and radio key performance indicators.

Syslog: Syslog data collection from servers and network devices. Error and event troubleshooting.

Synthetic Tests: SaaS application availability monitoring, measuring the user experience from source to destination (from DNS to the application server.)

Active Tests: HTTP, HTTPS, VoIP, Traceroute.

Create Custom Tests: Specify metrics to routinely and automatically test with results delivered to nGeniusPULSE dashboards of virtually anything in the network you want to measure – i.e. speed, loss, latency, Ping, TCP, Port Connect, etc.

Operational Workflows: nGeniusPULSE integrates with nGeniusONE, providing one contextual workflow. Monitor, troubleshoot, and report infrastructure problems within one system.

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

- ## Benefits of using nGeniusPULSE

- Streamline workflows and reduce complexity via built-in integration with nGeniusONE to monitor infrastructure health.
 - Reduce need for additional infrastructure component-level monitoring tools.
 - Gain accountability for 3rd party SaaS SLA compliance with verifiable performance data to share with vendors.
 - Test from anywhere to provide improved assistance to remote locations and users.
 - Improve business user experience to increase overall efficiency and productivity.



Figure 2: nGeniusPULSE correlates the health of your infrastructure with the performance and availability of your business services.

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