

Application & Service Assurance for VMware Cloud on AWS

Enterprises are seeking new levels of operational efficiency, business process agility, and enhanced security to increase revenue and competitiveness, which in many cases have propelled them to implement transformative digital technologies. VMware Cloud on AWS is one such digital transformation. As you migrate and operate across hybrid cloud environments, your bottom line depends on continuous availability and quality end-user experience; anything less puts your business at risk. What is needed is a service assurance solution that eliminates blind spots and provides a seamless view that will scale across your VMware Cloud on AWS, the ever-expanding hybrid cloud, and legacy environments.

Application Service Assurance Challenges

It is essential to maintain the performance of applications and services across any cloud environment, including VMware Cloud on AWS, and discovering the root cause of disruptions has only become more challenging. IT personnel must quickly resolve issues that arise (reduce Mean-Time-to-Resolution – MTTR) to ensure application availability and, ultimately, a quality customer experience. This challenge is further compounded by the complexity of enterprise multi-cloud strategies and the wide variety of network, application, infrastructure, and security issues that can impact services delivery to end-users.

IT organizations have depended on packet-based application visibility for service and security assurance capabilities in their legacy data centers and require the same visibility as they migrate to cloud environments like VMware Cloud on AWS. Pinpointing root cause of service disruptions across hybrid cloud can be significantly delayed if the IT staff lacks economical visibility or are using inefficient

point tools. NETSCOUT® has developed vSCOUT™ and vSTREAM™ in combination with nGeniusONE® Service Assurance platform to provide organizations with unrivaled visibility to address the most challenging application service and security assurance issues in VMware Cloud on AWS environments.

nGeniusONE Service Assurance Solution Bridges the Visibility Gap

NETSCOUT has partnered with VMware to provide the most complete wire-data visibility solution that, to-date, was unavailable, to gain visibility across your VMware Cloud on AWS environment.

To maintain the performance of applications, it is essential to be able to understand the interdependencies of the services and interactions with the broader IT infrastructure across the VMware Cloud on AWS environment. nGeniusONE Service Assurance platform delivers rich Adaptive Service Intelligence™ (ASI) technology into VMware Cloud on AWS, as well as on-premise VMware and hybrid cloud environments. The smart data provided by vSCOUT and vSTREAM is consumed by NETSCOUT's nGeniusONE Service Assurance platform to deliver smart analytics. NETSCOUT can leverage the power of wire data through its patented ASI

technology and is designed to scale to the needs of the world's largest enterprises and service providers.

Unrivaled visibility into business services along with contextual workflows to speed problem resolution are available with the vSCOUT and vSTREAM and nGeniusONE, making the solution both easy for a Level 1 responder to use and powerful for an expert to operate. Rather than looking at individual elements in isolation, the nGeniusONE solution offers an overarching view into the performance characteristics of applications and user experience. These views expose underlying service dependencies that help IT teams to more effectively manage health, availability, security, and user experience issues across VMware Cloud on AWS deployments.

nGeniusONE, with industry-leading support for more than 1,000 voice, video, and data applications, uses smart data from vSCOUT and vSTREAM to pinpoint the source of application disruptions impacting the user community. NetOps, AppOps, and Cloud architects alike can collaboratively use ASI-based packet data to provide a complete view of application flows for service triage, proactive monitoring, and deployment readiness before, during, and after migrating to VMware Cloud on AWS.

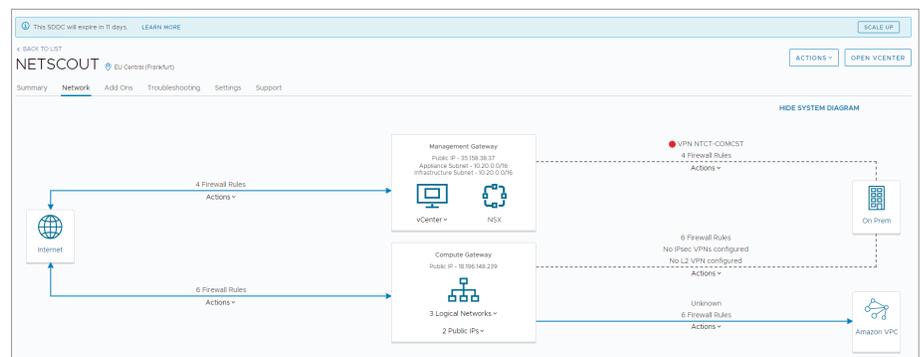


Figure 1: NETSCOUT extends the power of packet data and ASI directly into the heart of an enterprise's mission critical applications – on- or off-premises; on bare metal, in private or public cloud, including VMware Cloud on AWS.



vSCOUT and vSTREAM in Action With nGeniusONE

To maintain the performance of applications, it is essential to be able to understand the interdependencies of the services across the VMware Cloud on AWS environment. ASI analysis with vSCOUT and vSTREAM generates key performance indicators (KPIs) that are consumed and viewed in nGeniusONE. All of NETSCOUT's ASI-based monitoring platforms are integrated with the nGeniusONE Service Assurance platform to provide a common set of metadata analytics.

vSCOUT and vSTREAM in combination with the nGeniusONE platform:

- Report critical key performance indicators (KPIs) for user experience, application performance, and application and network errors.
- Deliver Service Dependency mapping that exposes the connectivity between applications, servers and users.
- Provide Service Dashboard rollups of application performance.
- Continue reporting on application behavior, regardless of virtual machine / container location or movement.
- Provide continuous monitoring and trending of data in customizable reports for use by IT staff and business stakeholders.

Benefits of nGeniusONE solution in VMware Cloud on AWS

- **Meet business objectives** as you migrate to VMware Cloud on AWS with confidence, using smart data and analytics from nGeniusONE, vSCOUT, and vSTREAM.
- **Solve problems rapidly and economically** with more complete visibility into East-West as well as North-South traffic by using vSCOUT to monitor packets flowing into and out of the application servers, including those in a micro-services architecture application.
- **Reduce MTTR and improve IT productivity** with true visibility into the health of application components, their interdependencies, and interactions with the broader IT infrastructure.
- **Extend the value** of the nGeniusONE Service Assurance solution with vSTREAM, a platform for extending the many ways that wire data can be used.
- **Bridge the collaboration and knowledge gaps** between application, server, cloud, and network operations teams as they operate in the VMware Cloud on AWS, as well as across their NSX, hybrid cloud, and legacy environments.



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