

## nGeniusPULSE

Business users depend on IT to ensure they have access to the network and applications they need to do their jobs. For IT, the network and applications have expanded from the data center and headquarters office to include WAN, wired and wireless networks, and services hosted in the cloud or in multi-cloud environments; all used by people in a myriad of locations.

The infrastructure supporting the delivery of critical business services has also become more complex, with combinations of physical and virtual servers and networks, and an ever-expanding number of devices. All of this means that IT must have the visibility to ensure the availability, reliability and performance of both the critical business services and the underlying infrastructure supporting those services.

nGenius®PULSE uses active, synthetic testing to measure the availability and performance of applications, giving IT that essential visibility. The synthetic tests run even when no one is online, providing early detection

to potential issues. For business service availability and performance, nGeniusPULSE uses hardware and/or software-based active agents, called nPoints, to simulate user actions; giving proactive awareness from anywhere in the Enterprise. All performance information is sent to the nGeniusPULSE Server where it is displayed in easy-to-read dashboards and drill-downs.

nGeniusPULSE also extends the service-oriented approach of nGeniusONE® and Adaptive Service Intelligence™ (ASI), providing visibility into infrastructure health. 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 to provide visibility of both wired and wireless and physical and virtual environments. With contextual workflows directly from nGeniusONE, IT has visibility of issues anywhere from the service to the supporting infrastructure elements.

### Challenges Solved 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. nGeniusPULSE enables IT to successfully manage these challenges and provide high-quality service to its business users.

**Business Service Monitoring:** With users accessing business critical apps, including SaaS and VoIP, from everywhere, IT needs visibility throughout the Enterprise to understand how the apps are performing from the users' perspective. When apps are delivered as a SaaS, IT is dependent on 3rd-party vendor support and often forced into a reactive mode when availability or performance issues are reported by business users. Moreover, with users working from many disparate locations, it is difficult to isolate problems and determine root cause. IT needs visibility to identify who owns the issue and the data to report actual performance to their SaaS vendor(s) for faster resolution.

### nGeniusPULSE empowers IT with actionable insight derived from:

- **Business Transaction Testing:** Monitor the performance of steps or actions within an application from login-to-logout.
- **HTTP and HTTPS Web Tests:** Measure service availability and delay in web applications broken down into DNS, SSL, client, application, network, and server components of the response time.
- **Detailed Trace Routes:** Understand layer-3 performance with hop-by-hop and latency analysis.
- **VoIP Testing:** Make actual phone calls between two nPoints, or from an nPoint to a phone number to measure MOS, loss, latency, and jitter and other key VoIP-centric metrics.

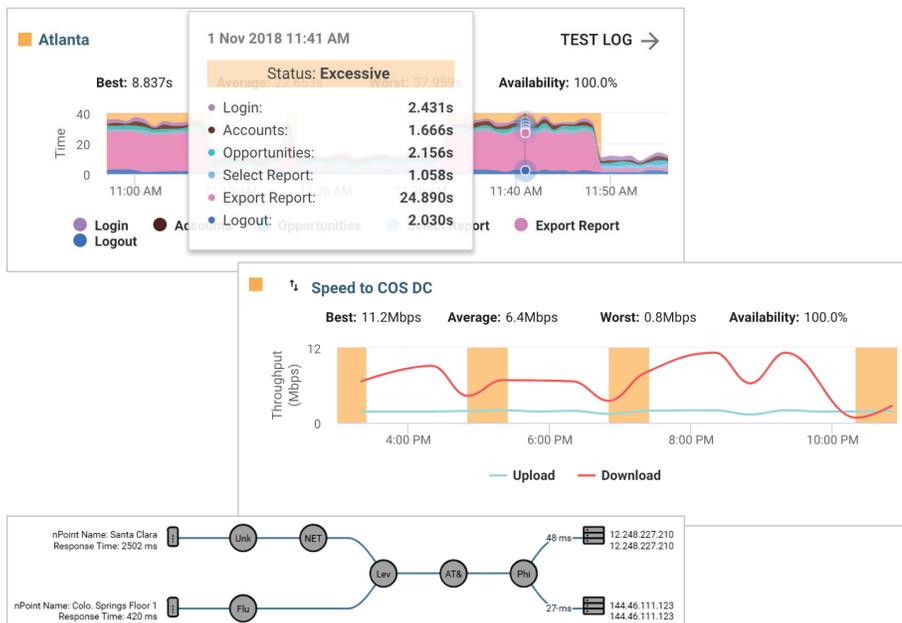


Figure 1: nGeniusPULSE monitors SaaS applications from anywhere.



- **Dashboards:** Drilldown to individual test results and performance over various lengths of time and see results in easy-to-read graphs and trend analysis.
- **Shared Results:** Inform stakeholders of issues and trends via scheduled reports, .csv exports, and an API for performance data extraction to use in other reporting tools.
- **Network Performance Tests:** Ensure your network is performant with continuous monitoring of key metrics such as bandwidth, loss, latency, and jitter.
- **Custom Scripts Platform:** Create custom tests with Python-enabled scripting platform to test customer-specific metrics and KPIs.

**Server and Network Device Monitoring:**

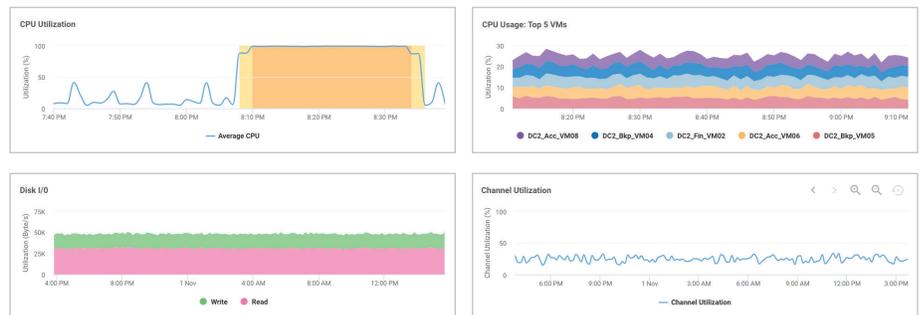
Once an infrastructure element problem has been identified, IT usually must move to a separate component management tool to perform the final step of troubleshooting. This requires using multiple tools from different vendors with little-to-no workflow between them. IT needs a “top-down” view, starting at the business service, with efficient monitoring configuration and smooth operational workflows to show correlating infrastructure components to quickly diagnose and resolve issues. nGeniusPULSE provides this holistic view of the Enterprise correlating both services and supporting infrastructure to proactively detect problems and resolve issues quickly.

**nGeniusPULSE delivers infrastructure monitoring**

- **Health Monitoring:** Easily see server, network device, and wireless LAN infrastructure health.
- **Discovery:** Automatically discover and categorize infrastructure elements throughout the Enterprise.
- **Key Performance Metrics:** Monitor and alert on KPIs such as CPU Utilization, memory, disk usage and I/O, and Syslogs, which are displayed in easy-to-read graphs.
- **Contextual workflows:** Drill directly from nGeniusONE in context and timeframe when triage determines an infrastructure element at issue.
- **Polling:** Server and network device health is polled via SNMP and WinRM (for Windows servers).
- **Virtual Environment Monitoring:** Understand Hypervisor and Virtual Machine health with VMware APIs and contextual parlance.

**Benefits of using nGeniusPULSE**

- Improve end-user and customer support by testing from remote locations, even when no one is online.
- Streamline workflows and reduce complexity via built-in integrations with nGeniusONE to monitor Infrastructure health.
- Reduce Mean Time to Know (MTTR) with early warning of issues and ability to identify problem domain to assign to appropriate IT team.
- Gain accountability for 3rd party SLA compliance by sharing verifiable performance data.
- Enhance business user experience, increasing 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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