NETSCOUT

Application & Service Assurance for VMware Cloud on AWS

One of the digital transformation outcomes of the COVID-19 pandemic was that many companies accelerated their plans for application migrations to the cloud. One beneficiary of this trend has been VMware Cloud on AWS. 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.

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Application Service Assurance Challenges

It is essential to maintain the performance of applications and services across any cloud environment, including VMware Cloud on AWS. Unfortunately, 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 cost-effective visibility or are

using inefficient point tools. NETSCOUT® has developed vSTREAM® virtual appliances, which when used in combination with nGeniusONE® Service Assurance platform, provides 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 packet data visibility solution across your VMware Cloud on AWS environment. Historically, this level of precise visibility to resolve problems faster was simply unavailable.

To maintain the performance of applications, it is essential to understand the interdependencies of the services and interactions with the broader IT infrastructure across the VMware Cloud on AWS environment. NETSCOUT's nGeniusONE Service Assurance platform delivers rich Adaptive Service Intelligence® (ASI) technology into VMware Cloud on AWS, as
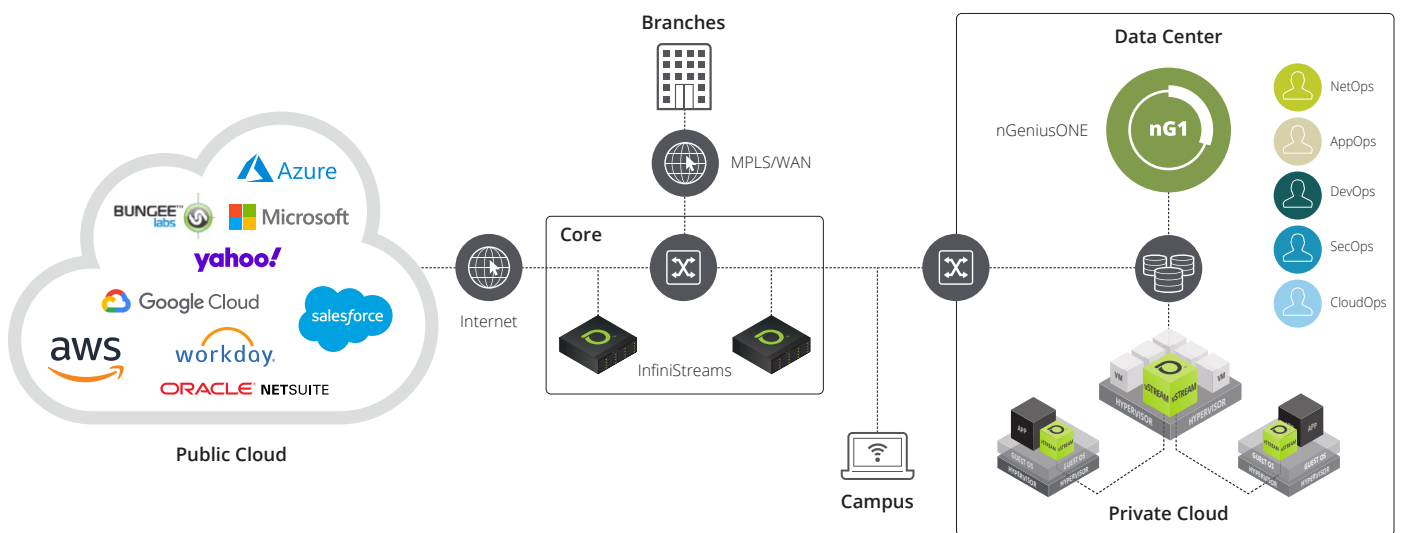

Figure 1: NETSCOUT extends the power of packet data and ASI directly into the heart of an enterprise's mission critical applications – on- or off-premises; on bare metal, in private or public cloud, including VMware Cloud on AWS.

well as on-premise VMware and hybrid cloud environments. The smart data provided by vSTREAM virtual appliances are consumed by nGeniusONE to deliver smart analytics 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 vSTREAM virtual appliances 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 the smart data from vSTREAM virtual appliances to pinpoint the source of application disruptions impacting the user community. NetOps, AppOps, and Cloud architects alike can collaborate with a complete view of application flows for service triage, proactive monitoring, and deployment readiness before, during, and after migrating to VMware Cloud on AWS.

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. vSTREAM virtual appliances generate key performance indicators (KPIs) that are consumed and viewed in nGeniusONE. All of NETSCOUT's ASI-based monitoring platforms are integrated with the nGeniusONE to provide a common set of metadata analytics.

vSTREAM in combination with the nGeniusONE platform:

- Reports critical KPIs for user experience, application performance, and application and network errors
- Delivers Service Dependency mapping that exposes the connectivity between applications, servers and users
- Provides Service Dashboard rollups of application performance
- Continues reporting on application behavior, regardless of virtual machine / container location or movement
- Provides continuous monitoring and trending of data in customizable reports for use by IT staff and business stakeholders.
- Offers access to protocol-specific metadata and detailed transaction views of sessions

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 and vSTREAM virtual appliances
- **Solve problems rapidly and economically** with more complete visibility into East-West as well as North-South traffic by using monitoring packets flowing into and out of the application servers
- **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 packet 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